

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 11 July 2024 10:56 AM  
**To:** stephanie  
**Cc:** raymond; Admin A  
**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury \*\*\* LKK  
REF: CD/III24060202/Upa3  
**Attachments:** sketch plan.JPG; statement.JPG

Without Prejudice

Dear Sirs/Mdm,

We have reviewed and we maintain position that BOLA S33 is applicable. Our insured reported he slow down to make a right turn into Condo, your client overtook him from the right and resulted the accident.

Thank you.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>

**Sent:** Tuesday, July 2, 2024 10:44 AM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>

**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury \*\*\* LKK REF:  
CD/III24060202/Upa3

Dear Hsiao Tong,

Good morning.

Our client would like to appear.

Apparently, your insured slow down, on hazard light and keep to the left.

On seeing that our client proceed to over take him from the right as he is going straight. At that moment your insured suddenly turn right.

He failed to check right before turning which resulted in the collision. Please check your client video footage.

Please see below message from our client.

Some more he admitted his mistake caused my fall n brought me to few clinics

10:43 pm

Due to Sunday many clinics closed

He will reimburse my bill after that day or next day clinic visited.

I send him the bills. He claimed that I still need to go X tray the next day . So he will paid all together.

After send him all my bills.

He wanted to claim my medication expenses thru his insurance company...

So what going on...

10:57 pm

Hope to hear from you.

Thank you and have a great day!

Please feel free to contact me if you have any questions.

*Please avoid 1200hrs to 1330hrs for bike survey appointment.*

**Stephanie Gan**

Sales Manager

Ban Hock Hin Co Pte Ltd

Tel: (65) 6281 6520 Ext 250

Mobile: +65 9800 3299

Address: BLK 8 Defu South Street 1, #04-28 JTC Defu Industrial City, Singapore 533758

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, 1 July 2024 1:44 pm

**To:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>

**Cc:** raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury \*\*\* LKK REF: CD/III24060202/Upa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Based on accident report, your client was overtaking our insured while our insured was making right turn. We are of the view that BOLA 33 is applicable.

We regret to inform you that we are unable to look into your client's claim.

**Best Regards,**  
**Hsiao Tong, Chew** | Team Lead  
Third Party Direct Settlement  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, July 1, 2024 10:56 AM  
**To:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury \*\*\* LKK REF: CD/III24060202/Upa3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>  
**Sent:** Friday, June 28, 2024 4:55 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>; stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>  
**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury

Dear Jacelyn,

We refer to our email dated 25 June 2024.

As requested by our client, please advise your insured liability for direct settlement as soon as possible.

Thank you and have a great day!

Please feel free to contact me if you have any questions.

*Please avoid 1200hrs to 1330hrs for bike survey appointment.*

**Stephanie Gan**

Sales Manager

Ban Hock Hin Co Pte Ltd

Tel: (65) 6281 6520 Ext 250

Mobile: +65 9800 3299

Address: BLK 8 Defu South Street 1, #04-28 JTC Defu Industrial City, Singapore 533758

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**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Tuesday, 25 June 2024 10:29 am

**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Cc:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>; raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>

**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury

Dear Surveyor,

Please conduct a survey on TP vehicle **FP2012Y** and let us have your report urgently.

\*Kindly upload this survey request email to merimen. Please check with workshop if they have negotiated any COR settlement with our insured.

Thank You.

**Jacelyn Loh**

Motor & Work Injury Claims Dept

India International Insurance Pte Ltd

6 Raffles Quay, #22-00,

Singapore 048580

Tel: 6347 6100 (EXT 246)

Email: [Jacelyn.lohCL@III.COM.SG](mailto:Jacelyn.lohCL@III.COM.SG)

Co. Reg Number: 198703792K

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**From:** raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>

**Sent:** Tuesday, June 25, 2024 10:11 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>

**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Dear Jocelyn,

Mr. Marcus of LKK has surveyed the bike this morning.

Appreciate for you to advise your insured liability for direct settlement.

Thanks

Best Regards,

Raymond

**Ban Hock Hin Co., Pte Ltd**

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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Facebook: <https://www.facebook.com/bhhsg>

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**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Monday, 24 June 2024 2:56 PM

**To:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>

**Cc:** raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>

**Subject:** RE: [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Form Team Adjusters Pte Ltd
- LBS Auto Consultants Pte Ltd
- Priority Services
- LKK Auto Consultants Pte Ltd
- Perfect Automobile Appraisal Services

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Thanks

**Jacelyn Loh**

Motor & Work Injury Claims Dept  
India International Insurance Pte Ltd  
6 Raffles Quay, #22-00,  
Singapore 048580  
Tel: 6347 6100 (EXT 246)  
Email: [Jacelyn.lohCL@III.COM.SG](mailto:Jacelyn.lohCL@III.COM.SG)  
Co. Reg Number: 198703792K

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**From:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>  
**Sent:** Monday, June 24, 2024 2:51 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** stephanie <[stephanie@bhh.com.sg](mailto:stephanie@bhh.com.sg)>; raymond <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>  
**Subject:** [EXTERNAL] - Accident FP2012Y/SLX7959U on 16 June 24 - Bodily Injury

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Secured by Check Point

Dear Sir / Madam,

We attached the 3rd party claim documents for your perusal.

Customer claiming BI through his lawyer.

Appreciate for you to arrange for the pre-repair survey.

Thank you and have a great day!  
Please feel free to contact me if you have any questions.

*Please avoid 1200hrs to 1330hrs for bike survey appointment.*

**Stephanie Gan**

Sales Manager  
Ban Hock Hin Co Pte Ltd  
Tel: (65) 6281 6520 Ext 250  
Mobile: +65 9800 3299  
Address: BLK 8 Defu South Street 1, #04-28 JTC Defu Industrial City, Singapore 533758

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Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	24 Jun 2024 16:48	Clim Dtl Modified	Claimant's Name: -> SEOW HWA CHUAN. Claimant's ID: -> S1685477H.	[A] HOW MEI KWAN
2	24 Jun 2024 16:48	Clim Veh Model Changed	(201233) HONDA CB400 S 399cc (M).	[A] HOW MEI KWAN
3	24 Jun 2024 16:48	Clim Created	Reg No: FP2012Y. Acct Date: 2024/06/16. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Direct Asia Insurance (Singapore) Pte Ltd (HQ). Workshop: Ban Hock Hin Co. Pte Ltd (HQ)	[A] HOW MEI KWAN
4	24 Jun 2024 16:48	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	24 Jun 2024 16:48	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/07/03	[A] HOW MEI KWAN
6	24 Jun 2024 16:48	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	24 Jun 2024 16:48	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	24 Jun 2024 16:48	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
9	26 Jun 2024 08:11	Adj Mandate Request	Cur Req:0.00:Seek approval to reject 3rd party as 3rd party overtook insured while insured was making right turn. BOLA 33 is applicable.	[A] CHEW HSIAO TONG
10	26 Jun 2024 10:22	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/07/03. Mandate Remarks: Pls proceed to reject	[I] Sherini Pillai
11	26 Jun 2024 10:22	Adj Mandate Set	Approved:0.00:Pls proceed to reject	[I] Sherini Pillai
12	17 Jul 2024 08:56	Label Removed	(30653):Direct Settlement.	[A] CHEW HSIAO TONG
13	17 Jul 2024 08:56	Label Added	(30652):WP.	[A] CHEW HSIAO TONG

Date From

Date To

Audit Type

None

Go

ACTIVITY
No record

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
3188445	25 Jun 2024 09:21:22	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	FP2012Y	SLX7959U	12.00



