

Hsiao Tong (LKKAUTO)

From: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Wednesday, March 19, 2025 2:56 PM
To: Hsiao Tong (LKKAUTO)
Subject: RE: MSFC REF: D24011136MFCT/TPD2/KT: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Dear Hsiao Tong,

You may proceed to settle as follows:

	Amount Claimed	Amount Revised	MSFC mandate
1. Cost of Repair (with GST)	\$17,607.86	\$ 1,969.00 (Total Loss Value)	\$ 1,969.00 (Total Loss Value)
2. Loss of Use (2days x \$30.00)	\$ 60.00	\$ 60.00 (2days x \$30.00)	\$ 40.00 to 60.00 (2days x \$20 to \$30.00)
3. LTA/GIA Search Fee	\$ 2.18	\$ 2.18	\$ 2.18
4. Towing Fee	\$ 80.00	\$ 80.00	\$ 80.00
Total	\$17,750.04	<u>\$ 2,111.18</u>	<u>\$ 2,091.18 to 2,111.18</u>

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. : 6223 0541 | Company Regn. No. 195000106C

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From: Karen Tan

Sent: Wednesday, March 19, 2025 12:06 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Garnet Low Siew Hong <GarnetLow@msfirstcapital.com.sg>

Subject: FW: MSFC REF: D24011136MFCT/TPD2/KT: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Dear Hsiao Tong,

I note that the attached email dated 03.03.2025 was not sent to me.

I will look into the matter and revert in due course.

Aside to Garnet,

Please confirm that you have received the attached email from LKK?

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. : 6223 0541 | Company Regn. No. 195000106C

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, March 19, 2025 11:22 AM

To: Karen Tan <karentan@msfirstcapital.com.sg>

Subject: RE: MSFC REF: D24011136MFCT/TPD2/KT: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

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Dear Karen,

Please see attached. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Karen Tan <karentan@msfirstcapital.com.sg>

Sent: Wednesday, March 19, 2025 9:32 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: MSFC REF: D24011136MFCT/TPD2/KT: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Dear Hsiao Tong,

We refer to your email below dated 13.03.2025.

We have no record of your mandate proposal. Kindly confirm.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. : 6223 0541 | Company Regn. No. 195000106C

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, March 13, 2025 1:27 PM

To: mignon <mignon@bhh.com.sg>

Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>; raymond <raymond@bhh.com.sg>

Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

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WITHOUT PREJUDICE

Dear Sirs/Mdm,

We are pending mandate approval from our principal.

We will follow up and get back to you, Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: mignon <mignon@bhh.com.sg>
Sent: Wednesday, March 12, 2025 3:09 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>; raymond <raymond@bhh.com.sg>
Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Hi Hsiao Tong
Good day to you!
We would appreciate for you to revert with the DV, please.

Thank you
Best Regards,
Mignon
Insurance Department
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 222 | Fax:(65) 6281 2830
Visit us at <http://www.bhh.com.sg>
Facebook: <http://www.facebook.com/bhhsg>

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From: mignon
Sent: Thursday, 6 March 2025 6:35 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>; raymond <raymond@bhh.com.sg>
Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Thank you Hsiao Tong for your email reply
We would appreciate for you to revert with the DV as soon as possible.

Thank you
Best Regards,
Mignon
Insurance Department
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 222 | Fax:(65) 6281 2830
Visit us at <http://www.bhh.com.sg>
Facebook: <http://www.facebook.com/bhhsg>

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, 3 March 2025 10:19 AM

To: mignon <mignon@bhh.com.sg>

Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>; raymond <raymond@bhh.com.sg>

Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 03/03/2025.

We will look into the matter and get back to you.

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

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

From: mignon <mignon@bhh.com.sg>

Sent: Monday, 3 March 2025 10:01 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>; raymond <raymond@bhh.com.sg>

Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Dear Hsiao Tong,

Please refer to the attached

1. LOD
2. LTA letter vehicle deregistered
3. GIA vehicle insurance search fee
4. FBS4964T towing invoice
5. LOA

Appreciate for you to revert with the DV as soon as possible.

Thank you
Best Regards,
Mignon
Insurance Department
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 222 | Fax: (65) 6281 2830
Visit us at <http://www.bhh.com.sg>
Facebook: <http://www.facebook.com/bhhsg>

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From: raymond <raymond@bhh.com.sg>
Sent: Monday, 30 December 2024 10:20 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; raymond <raymond@bhh.com.sg>; stephanie <stephanie@bhh.com.sg>; mignon <mignon@bhh.com.sg>
Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

Dear Hsiao Tong,

Please refer to MSFCI email attached.

MSFCI have confirmed to proceed direct settlement thru LKK.

Please confirm.

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969
Visit us at <https://www.bhh.com.sg>
Facebook: <https://www.facebook.com/bhhsg>

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 30 December 2024 10:08 am
To: raymond <raymond@bhh.com.sg>
Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024 // LKK REF: CD/FCI24120404/Upa3

WITHOUT PREJUDICE

Dear Raymond,

Please share a copy of your client's video footage for our viewing. Thanks.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

Best Regards,

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

From: raymond <raymond@bhh.com.sg>
Sent: Tuesday, 24 December 2024 9:40 AM
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Harminder Kaur <Harminder@msfirstcapital.com.sg>
Subject: FW: Accident Involving FBS4964T & SHA1185T on 19/12/2024

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Dear Sir / Madam,

Resend.

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969
Visit us at <https://www.bhh.com.sg>
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From: Harminder Kaur <Harminder@msfirstcapital.com.sg>
Sent: Tuesday, 24 December 2024 9:38 am
To: raymond <raymond@bhh.com.sg>; motorclaims@msfirstcapital.com.sg
Cc: stephanie <stephanie@bhh.com.sg>; mignon <mignon@bhh.com.sg>
Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024

Dear Raymond,

Kindly resent to the correct email as below
motorclaims@msfirstcapital.com.sg

You have sent to the incorrect email address

Thank You.

Best Regards,
Harminder Kaur
Motor Claims
MS First Capital Insurance Ltd
16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

TEL : 6359 1800 | FAX : 6223 0541 |
Website <http://www.msfirstcapital.com.sg>
A Member of **MS&AD** Insurance Group

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From: raymond <raymond@bhh.com.sg>
Sent: Tuesday, 24 December 2024 9:26 am

To: motorclaims@msfirstcapital.com.sg; Harminder Kaur <Harminder@msfirstcapital.com.sg>

Cc: stephanie <stephanie@bhh.com.sg>; mignon <mignon@bhh.com.sg>

Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024

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Dear Harminder,

We have submitted our third party claim documents to Motor Claims but email returned.

Please assist to arrange for the pre-repair survey.

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/bhhsq>

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From: mignon <mignon@bhh.com.sg>

Sent: Tuesday, 24 December 2024 9:22 am

To: motorclaims@msfirstcapital.com.sg

Cc: raymond <raymond@bhh.com.sg>; stephanie <stephanie@bhh.com.sg>

Subject: RE: Accident Involving FBS4964T & SHA1185T on 19/12/2024

resend

Thank you

Best Regards,

Mignon

Insurance Department

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 222 | Fax: (65) 6281 2830

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Facebook: <http://www.facebook.com/bhhsq>

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From: mignon

Sent: Monday, 23 December 2024 7:18 PM

To: motorclaims@msfirstcptial.com.sg

Cc: raymond@bhh.com.sg; stephanie <stephanie@bhh.com.sg>

Subject: Accident Involving FBS4964T & SHA1185T on 19/12/2024

Dear Sir / Madam,

We attached the 3rd party claim documents for your perusal.
Appreciate for you to arrange for the pre-repair survey.

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

Thank you

Best Regards,

Mignon

Insurance Department

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 222 | Fax: (65) 6281 2830

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