

Veron Chen (LKKAUTO)

From: Serene Ler <Sereneler@msfirstcapital.com.sg>
Sent: Monday, 7 October 2024 10:28 PM
To: stephanie; Veron Chen (LKKAUTO)
Cc: raymond; SUR
Subject: RE: D24005664MFCT/SL-2 || Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Without Prejudice

Dear Stephanie,

We received the following police investigation result from our insured.

Police action taken against your client. As such, liability deny.

Dear Sir

TRAFFIC ACCIDENT INVOLVING MOTOR TAXI SH6959C & MOTORCYCLE FBL8420G ALONG MARINA COASTAL EXPRESSWAY ON 26/6/2024 AT ABOUT 09:53 HRS

I refer to the above accident.

2 We have completed our investigation into the case. Action has been initiated against the driver of FBL8420G for the offence of **DRIVING WITHOUT DUE CARE AND ATTENTION UNDER SEC 65(1)(a) PUNISHABLE UNDER SEC 65(5)(a) OF THE RTA, 1961.**

Best Regards,

Serene Ler

Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

16 Raffles Quay, #42-01 Hong Leong Building | Singapore 048581 | Reg. No. 195000106C

☎: 6359 1814 | Tel: 6359 1800 | Fax: 6223 0541

Motor Claims: motor_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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

Sent: Friday, July 12, 2024 10:02 AM

To: Serene Ler <Sereneler@msfirstcapital.com.sg>; Betty Wong <BettyWong@msfirstcapital.com.sg>

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

Subject: RE: D24005664MFCT/SL-2 || Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Serene,

Understood.

So we have to wait for Traffic Police Report.

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: Serene Ler <Sereneler@msfirstcapital.com.sg>

Sent: Friday, 12 July 2024 9:59 am

To: stephanie <stephanie@bhh.com.sg>; Betty Wong <BettyWong@msfirstcapital.com.sg>

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

Subject: RE: D24005664MFCT/SL-2 || Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Stephanie,

Liability is unclear as our insured SD card was seized by Traffic Police.

Best Regards,

Serene Ler

Motor Claims

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

Sent: Friday, July 12, 2024 9:31 AM

To: Serene Ler <Sereneler@msfirstcapital.com.sg>; Betty Wong <BettyWong@msfirstcapital.com.sg>

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

Subject: RE: D24005664MFCT/SL-2 || Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Serene,

There is no video footage on our client Motor Bike.

Please view your insured video footage.

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: Serene Ler <Sereneler@msfirstcapital.com.sg>

Sent: Tuesday, 9 July 2024 5:32 pm

To: stephanie <stephanie@bhh.com.sg>; Betty Wong <BettyWong@msfirstcapital.com.sg>

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

Subject: RE: D24005664MFCT/SL-2 || Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Stephanie,

Refer to our instructions to Surveyor.

Insured Vehicle No : SH6959C

TP Vehicle No : FBL8420G

Claim No : D24005664MFCT / CTPL / TPD 2

Workshop Name : BAN HOCK HIN CO PTE LTD

Our Surveyor : LKK AUTO CONSULTANTS PTE LTD

Instructions : Without Prejudice - Liability unclear

You may let us have the CCTV footage if any for our further review. Please quote our Claim No. when corresponding with us.

Best Regards,

Serene Ler

Motor Claims

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

Sent: Tuesday, July 9, 2024 4:46 PM

To: Betty Wong <BettyWong@msfirstcapital.com.sg>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>; raymond <raymond@bhh.com.sg>

Subject: RE: Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Betty,

Mr Marcus had surveyed our client bike at our workshop today.

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

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: raymond <raymond@bhh.com.sg>

Sent: Tuesday, 9 July 2024 9:01 am

To: Betty Wong <BettyWong@msfirstcapital.com.sg>; stephanie <stephanie@bhh.com.sg>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: RE: Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Betty,

Please assign LKK Auto Consultants Pte Ltd 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

Visit us at <https://www.bhh.com.sg>

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From: Betty Wong <BettyWong@msfirstcapital.com.sg>

Sent: Monday, 8 July 2024 6:57 PM

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

Cc: raymond <raymond@bhh.com.sg>; Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: RE: Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

WITHOUT PREJUDICE

OUR REF : D24005664MFCT/CTPL/TPD 2

YOUR REF : FBL8420G (TP VEHICLE)

Dear Sirs/Mdm

We refer to your survey request dated 08.07.2024.

Please find below our list of surveyors for your reference. Kindly select from our list below and inform us of your choice within the next 2 days.

1. AutoProbe Consultants
2. LKK Auto Consultants Pte Ltd
3. Priority Services
4. Vicom Ltd

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank you

Regards

Betty Wong

Motor Claims Department

MS First Capital Insurance Ltd

16 Raffles Quay #42-01 Hong Leong Building | Singapore 048581

D: 6359 1800 | F: 6223 0541 | Reg. No. 195000106C

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and notify the sender immediately by return e-mail.

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

Sent: Monday, July 8, 2024 5:56 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: Motor Claims <MotorClaims@msfirstcapital.com.sg>; raymond <raymond@bhh.com.sg>; stephanie <stephanie@bhh.com.sg>

Subject: Accident Involving FBL8420G/SH6959C on 26 June 24 - Claiming BI Too

Dear Sir / Madam,

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

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

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