

Vic (LKKAUTO)

From: Raymond <raymond@bhh.com.sg>
Sent: Thursday, 18 April, 2019 9:13 AM
To: 'Zuhaidah Samsuri'; Vic (LKKAUTO); Admin-D (LKKAUTO)
Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351
Attachments: 11174_Amended Tax Invoice.pdf; 11174_Amended DV.pdf

Dear Vic / Aida,

We have finalised with your survey at lump sum \$6,800.00.

We attached the amended Tax Invoice and DV for your perusal.

Appreciate for you to arrange payment settlement within 14 days.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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

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No. 6 Defu Lane 4, Singapore 539410

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From: Zuhaidah Samsuri <aida@iii.com.sg>
Sent: Tuesday, 16 April, 2019 3:19 PM
To: Raymond <raymond@bhh.com.sg>; 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>
Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351

Dear Raymond,

We understand that the lump sum is only 5% instead of the normal 20%.

Vic is checking with the surveyor, please liaise with him from now.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Tuesday, 16 April, 2019 3:16 PM

To: Zuhaidah Samsuri <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FB7384U & SH8871H on 12/08/2018 - MCT18080351

Dear Aida,

The amount finalised by your appointed surveyor is not for parts by parts.

That is a lump sum offered repair.

Please refer to our Tax Invoice attached.

Thanks

Best Regards,

Raymond

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Tuesday, 16 April, 2019 3:00 PM

To: Raymond <raymond@bhh.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)'

<admin-d@lkkauto.com>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351

Hi Raymond,

Motorcycle is more than 3 years old so by right it should be on lump sum basis.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Tuesday, 16 April, 2019 2:55 PM

To: Zuhaidah Samsuri <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351

Dear Aida,

This is not an Own Damage Claim, why need to provide the parts purchase invoice?

Thanks

Best Regards,

Raymond

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Tuesday, 16 April, 2019 2:50 PM

To: Raymond <raymond@bhh.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351

Dear Raymond,

I have informed LKK in Jan 19 to request for the invoices for the parts purchased since repair based on parts by parts.

Not sure, if you are aware.

Hi Vic,

What is happening?

No follow-up till now?

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Tuesday, 16 April, 2019 2:39 PM

To: Zuhaidah Samsuri <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351

Dear Aida,

Regret to inform it has been 6 months since we have submitted the signed DV, Letter of Authorisation and Tax Invoices but till to date we have yet to receive any respond and payment for the above third party claim.

Appreciate for you to settle the above third party claim without further delay.

Thanks

Best Regards,

Raymond

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Wednesday, 27 March, 2019 4:08 PM

To: Raymond <raymond@bhh.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FB17384U & SH8871H on 12/08/2018 - MCT18080351

Hi Vic,

Please follow-up with TP repairer.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Wednesday, 27 March, 2019 10:22 AM

To: Zuhaidah Samsuri <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FB17384U & SH8871H on 12/08/2018 - MCT18080351

Dear Aida,

We refer to our email dated 20/03/2019.

Regret to inform we have yet to receive the settlement from your end.

Appreciate for you to advise the payment status by today.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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From: Raymond <raymond@bhh.com.sg>

Sent: Wednesday, 20 March, 2019 9:30 AM

To: 'Zuhaidah Samsuri' <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FB17384U & SH8871H on 12/08/2018 - MCT18080351

Dear Aida,

We refer to your email dated 13/03/2019.

Regret to inform until to date we have not received any settlement.

Appreciate for you to settle this case latest by 27/03/2019.

Thanks

Best Regards,

Raymond

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From: Zuhaidah Samsuri <aida@iii.com.sg>
Sent: Wednesday, 13 March, 2019 12:11 PM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>
Cc: Raymond <raymond@bhh.com.sg>
Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018 - MCT18080351

Vic,

Please look into this case and follow-up with TP repairer.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Wednesday, 13 March, 2019 11:55 AM
To: Zuhaidah Samsuri <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>
Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Aida,

Regret to inform that until to date we have yet to receive the payment.

Appreciate for you to look into the above settlement and revert with the payment latest by 27/03/2019.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Monday, 25 February, 2019 2:05 PM

To: Raymond <raymond@bhh.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Hi Vic,

Please follow-up with TP repairer as my instruction in Merimen.

Thanks.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Friday, 22 February, 2019 3:27 PM

To: Zuhaidah Samsuri <aida@iii.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Aida,

We have yet to receive the payment for the above third party claim.

Appreciate for you to advise the status of the payment.

Thanks

Best Regards,
Raymond

Ban Hock Hin Co., Pte Ltd

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Tuesday, 8 January, 2019 5:29 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

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

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Hi Vic,

Matter not settled yet as per Merimen.

Please check and reply us.

Please follow-up with Raymond.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Tuesday, 8 January, 2019 5:25 PM

To: Zuhaidah Samsuri <aida@iii.com.sg>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Ms. Aida,

Please advise the payment status of the above third party claims.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Friday, 7 December, 2018 5:25 PM

To: Raymond <raymond@bhh.com.sg>

Subject: RE: Accident Involving FB17384U & SH8871H on 12/08/2018

Hi Raymond,

We shall process payment upon receipt of the signed DV and original invoice from LKK.

Please note that the cut-off date for payment is on 14 Dec 18.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: Friday, 7 December, 2018 5:02 PM

To: Zuhaidah Samsuri <aida@iii.com.sg>

Cc: Motor Claim - III <motorclaim@iii.com.sg>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Ms. Aida,

We attached the signed Discharge Voucher, Authorisation To Act, Tax Invoice and LTA Search Invoice for your perusal.

Original copy of the above document had sent to LKK Auto Consultants office for forwarding to you.

Appreciate for you to advise the payment status of the above direct settlement.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Tuesday, 21 August, 2018 9:01 AM

To: Raymond <raymond@bhh.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Zuhaidah Samsuri <aida@iii.com.sg>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [FBJ7384U](#) and let us have your report urgently.

This claim will be handled by [Ms Aida](#).

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: 20 August, 2018 4:57 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Gabriel,

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

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From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Monday, 20 August, 2018 4:54 PM

To: Raymond <raymond@bhh.com.sg>

Subject: RE: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

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.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: Raymond [<mailto:raymond@bhh.com.sg>]

Sent: 20 August, 2018 4:43 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Subject: Accident Involving FBJ7384U & SH8871H on 12/08/2018

Dear Sir / Madam,

We attached the third party claim documents for your perusal.

Appreciate for you to arrange for the pre-repair survey at our workshop.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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Registration No. 198703792-K

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