

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 31 October, 2018 2:21 PM
To: Raymond
Cc: Hsiao Tong (LKKAUTO); Admin A; 'AXA SGP - Motor Survey'; Vic (LKKAUTO); KKLau
Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Without Prejudice

Dear Raymond,

We refer to your below email and the contents were noted.

Please be informed that we are pending for our principal's instruction.

Kindly hold on to the matter and we will get back to you for an update soon.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Raymond [mailto:raymond@bhh.com.sg]
Sent: Wednesday, 31 October, 2018 8:56 AM
To: Vic (LKKAUTO); KKLau
Cc: Hsiao Tong (LKKAUTO); Admin A; 'AXA SGP - Motor Survey'
Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Final Reminder

Dear Vic / Mr. Lau,

We refer to our email dated 24/10/2018.

Regret to inform we have yet to receive any respond from your end.

As instructed by our client, please revert with your insured liability latest by 02/11/2018.

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: Raymond <raymond@bhh.com.sg>

Sent: Wednesday, 24 October, 2018 9:30 AM

To: 'vicalpeh@lkkauto.com' <vicalpeh@lkkauto.com>; 'kklau@lkkauto.com' <kklau@lkkauto.com>

Cc: 'chewht@lkkauto.com' <chewht@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>; 'Rachel Lee' <panda7925@gmail.com>

Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Dear Vic,

We refer to our several emails requesting confirmation for direct settlement since 11/10/2018.

Regret to inform that we are still pending for you to confirm your insured liability for us to proceed with the repair.

Appreciate for you to revert with your insured liability for direct settlement by today.

Dear Mr. Lau,

As our client need the bike urgently.

Appreciate for you to assist on the above matter.

Thanks

Best Regards,

Raymond

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

Sent: Monday, 22 October, 2018 12:08 PM

To: 'Rachel Lee' <panda7925@gmail.com>

Cc: 'vicalpeh@lkkauto.com' <vicalpeh@lkkauto.com>; 'chewht@lkkauto.com' <chewht@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>

Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Dear Vic,

Refer to our client's email below.

Please advise for loss of use claim and revert with your insured liability before 24/10/2018.

Thanks

Best Regards,

Raymond

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

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From: Rachel Lee <panda7925@gmail.com>

Sent: Monday, 22 October, 2018 12:00 PM

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

Cc: vicalpeh@lkkauto.com; chewht@lkkauto.com; admin-a@lkkauto.com

Subject: Re: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Thanks Raymond,

I dont think this is logical for me waiting and not able to ride and all these hassles due to inefficiency from the other party not able to reply to expedite on the claims.

My friend managed to claim lost of use from the other party at fault (estimated taxi claim from home to work and back) from day 1 bike at workshop till collection of the bike.

It's just doesn't make sense that my case doesn't worked out that way. Sorry but i'm losing my patience.

Rachel

On Mon, Oct 22, 2018 at 11:47 AM Raymond <raymond@bhh.com.sg> wrote:

Dear Rachel,

Yes.

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: Rachel Lee <panda7925@gmail.com>
Sent: Monday, 22 October, 2018 11:51 AM
To: Raymond <raymond@bhh.com.sg>
Cc: vicalpeh@lkkauto.com; chewht@lkkauto.com; admin-a@lkkauto.com
Subject: Re: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Hi Raymond,

So meaning not claimable when the bike is resting at the workshop for the past 20days?

Regards,

Rachel

On Mon, Oct 22, 2018 at 11:44 AM Raymond <raymond@bhh.com.sg> wrote:

Dear Rachel,

Loss of Use will base on the recommendation from the surveyor on number of days of the repair.

Thanks

Best Regards,

Raymond

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From: Rachel Lee <panda7925@gmail.com>

Sent: Monday, 22 October, 2018 11:41 AM

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

Cc: vicalpeh@lkkauto.com; chewht@lkkauto.com; admin-a@lkkauto.com

Subject: Re: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Hi Vic,

Please expedite soonest as i'm supposed to get the bike by 25th Oct cos owner will be back in Singapore on 26th Oct.

Hi Raymond,

Need your advise for the claims for lost of use during this period of time.

Many Thanks.

Best Regards,

Rachel

On Thu, Oct 18, 2018 at 9:11 AM Raymond <raymond@bhh.com.sg> wrote:

Dear Vic,

We refer to your email dated 15/10/2018.

We have yet to receive the confirmation on your insured liability.

Appreciate for you to revert with your insured liability as soon as possible.

Thanks

Best Regards,
Raymond

Ban Hock Hin Co., Pte Ltd

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

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

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From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Monday, 15 October, 2018 10:31 AM

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

Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018 LKK REF CC4/ASM18018530/Gha3

Without Prejudice

Dear Raymond,

We refer to your below email and the contents were noted.

Please be informed that we are currently looking into the matter and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Monday, 15 October, 2018 9:56 AM
To: Vic (LKKAUTO); Hsiao Tong (LKKAUTO); Admin A
Cc: Vivian Lau (LKKAUTO); 'Rachel Lee'
Subject: FW: Accident Involving FBM814B & SJU1531Z on 02/10/2018

Dear Vic / Hsiao Tong,

We refer to our email dated 11/10/2018.

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

Thanks

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

From: Raymond <raymond@bhh.com.sg>
Sent: Thursday, 11 October, 2018 6:00 PM
To: 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>; 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>
Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018

Dear Vivian,

Thanks for the info.

Dear Mei Kwan / Shu Pei,

Please advise your insured liability for direct settlement.

We attached the accident scene photos for your perusal.

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: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>

Sent: Thursday, 11 October, 2018 5:53 PM

To: Raymond <raymond@bhh.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Raymond,

Thank you for the email

Dear Mei Kwan / Shu Pei,

Kindly assist

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Thursday, 11 October, 2018 5:44 PM
To: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>
Subject: FW: Accident Involving FBM814B & SJU1531Z on 02/10/2018

Dear Vivian,

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

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
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Visit us at <http://www.bhh.com.sg>
Facebook: <http://www.facebook.com/bhhsq>

From: Raymond <raymond@bhh.com.sg>
Sent: Monday, 8 October, 2018 4:39 PM
To: 'RATAN BHOSALE Pragati' <pragati.bhosale@axa.com.sg>
Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018

Sorry, resend the attachment.

Thanks

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

From: RATAN BHOSALE Pragati <pragati.bhosale@axa.com.sg>
Sent: Monday, 8 October, 2018 4:33 PM
To: Raymond <raymond@bhh.com.sg>
Subject: RE: Accident Involving FBM814B & SJU1531Z on 02/10/2018

Hi Sir/Madam,

Kindly resend the attachment as it seems to be corrupt.

Regards

Pragati

From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Monday, October 08, 2018 3:30 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: Accident Involving FBM814B & SJU1531Z on 02/10/2018

Dear Sir / Madam,

We attached the third party claim documents for your perusal.

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

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
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Cheers,
Rachel

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Rachel

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Cheers,
Rachel