



BAN HOCK HIN
Co., Pte Ltd

No. 6 Defu Lane 4, Singapore 539410

www.bhh.com.sg

MOTORCYCLE ACCESSORIES | SERVICE CENTRE | MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL WORKS | L



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

Sent: Tuesday, 22 January, 2019 9:07 AM

To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>

Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>; 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

Dear Poh Kin,

The above case has pending for liability for more than 1 month.

As requested by our client, please update us on the claim status as soon as possible.

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: Tuesday, 8 January, 2019 6:02 PM
To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>
Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>; 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

Dear Poh Kin,

Any update?

Thanks

Best Regards,

Raymond

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From: Raymond <raymond@bhh.com.sg>
Sent: Thursday, 3 January, 2019 8:50 AM
To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>
Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>; 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

Dear Poh Kin,

We refer to our telephone conversation 2 weeks ago.

We are still pending to receive the confirmation of liability for direct settlement.

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

Thanks

Best Regards,
Raymond

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

Sent: Thursday, 20 December, 2018 3:38 PM

To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>

Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>; 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

Dear Mei Kwan / Poh Kin,

Any update?

Thanks

Best Regards,
Raymond

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From: Raymond <raymond@bhh.com.sg>
Sent: Wednesday, 19 December, 2018 4:35 PM
To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>
Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>; 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

Dear Mei Kwan / Poh Kin,

Any update from your principal?

Please advise us as soon as possible.

Thanks

Best Regards,

Raymond

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From: Raymond <raymond@bhh.com.sg>
Sent: Tuesday, 18 December, 2018 12:23 PM
To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>
Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>; 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

Dear Mei Kwan / Poh Kin,

As requested by our client, appreciate for you to revert with your insured liability for direct settlement as soon as possible.

Thanks

Best Regards,
Raymond

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 17 December, 2018 2:09 PM

To: Raymond <raymond@bhh.com.sg>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Cc: CS A Team <cs-a@lkkauto.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018 *** LKK REF: CC6/AIG18022434/Ufa3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please note that :-

LKK ref	Officer in charge
CC6/AIG18022434/Ufa3	Poh Kin - 6841 2132

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Raymond <raymond@bhh.com.sg>
Sent: Monday, 17 December, 2018 2:03 PM
To: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Marcus Chua (LKKAUTO) <MarcusChua@lkkauto.com>
Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018

Dear Admin,

We attached the accident scene photos for your reference.

Thanks

Best Regards,

Raymond

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From: Raymond <raymond@bhh.com.sg>
Sent: Monday, 17 December, 2018 10:54 AM
To: 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: 'CS A Team' <cs-a@lkkauto.com>; 'Marcus Chua (LKKAUTO)' <MarcusChua@lkkauto.com>
Subject: RE: Accident Involving FBJ1970S & SLX439A on 30/11/2018

Dear Admin,

Please advise your insured liability for direct settlement.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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

Sent: Thursday, 13 December, 2018 3:15 PM

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

Cc: CS A Team <cs-a@lkkauto.com>; Marcus Chua (LKKAUTO) <MarcusChua@lkkauto.com>

Subject: FW: Accident Involving FB1970S & SLX439A on 30/11/2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Raymond,

Thank you for the email.

Dear Admin,

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, 13 December, 2018 2:48 PM

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

Cc: Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>

Subject: Accident Involving FB1970S & SLX439A on 30/11/2018

Dear Vivian,

Mr. Marcus had surveyed the bike at our workshop this afternoon.

Please advise your insured liability for direct settlement.

Thanks

Best Regards,

Raymond

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...CLAIM SUBFOLDER...(Pending for Survey Report)

Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	04 Dec 2018 Edit Reg		13 Dec 2018 00:00 Edit Adj Rpt	S\$5,800.00 Edit Estimates	S\$5,800.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: SEAH SHEAU MING , ID: S7139007A									
Main Claimant: PRITPAL SINGH , ID: S8319529J									
Vehicle Reg. No.: FBJ1970S		Date of Loss: 30/11/2018 19:00 - :59 [58 Months and 6 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 2078952405SG		Policy/Cover Note No.: 1800022852 (Comprehensive) Coverage: 14/03/2018 - 13/03/2020							
Vehicle Reg. No. (Insured): SLX439A		Policy No. (Claimant): MC/00512733							
Excess:									
Repairer: Ban Hock Hin Co. Pte Ltd (HQ) No. 6 Defu Lane 4, 539410 Defu Lane - Tel: 62816520									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Chew, Mavis] Chew.Mavis@aig.com									
Claimant's Insurer: Direct Asia Insurance (Singapore) Pte Ltd (HQ) - Tel: 65322888									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MARCUS CHUA] ... [Final Rpt due 24/12/2018]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete 									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

***FBJ1970S (2078952405SG)**
[SLX439A]
TP
PRITPAL SINGH
Nov 30 2018 7:00PM
[SEAH SHEAU MING]
Ban Hock Hin Co. Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Assessment Reports			1 per page	☒
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	14/12/18 16:41	Accident Statement From: OD - Reg. No: SLX439A, Claimant: SEAH SHEAU MING	 Load HTM	
Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	13/12/18 17:29	Chassis Number	 Load JPG	☒
2	13/12/18 17:31	General View	 Load JPG	☒
3	13/12/18 17:31	General View	 Load JPG	☒
4	13/12/18 17:31	General View	 Load JPG	☒
5	13/12/18 17:31	General View	 Load JPG	☒
6	13/12/18 17:31	General View	 Load JPG	☒
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Assessment Reports			1 per page	☒
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76	13/12/18 17:31	General View	 Load JPG	☒
77	13/12/18 17:31	General View	 Load JPG	☒
78	13/12/18 17:31	General View	 Load JPG	☒
79	13/12/18 17:31	General View	Load JPG	☒

Assessment Reports			1 per page	☒
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
80	13/12/18 17:31	General View	 Load JPG	☒
81	13/12/18 17:31	General View	 Load JPG	☒
82	13/12/18 17:31	General View	 Load JPG	☒
83	13/12/18 17:31	General View	 Load JPG	☒
84	13/12/18 17:31	General View	 Load JPG	☒
85	13/12/18 17:31	General View	 Load JPG	☒
86	13/12/18 17:31	General View	 Load JPG	☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	13/12/18 15:33	TP ESTIMATE + TP GIA REPORT	 Load PDF	
2	17/12/18 11:36	TP ESTIMATE - MARKED	 Load PDF	
3	30/03/20 15:12	EMAIL	 Load PDF	
4	30/03/20 15:12	LETTER TO OI	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☒ Handling Insurer			
Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC6/AIG18022434/UDA3S2
Date: 30/03/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 1800022852
Claimant Vehicle No: FBJ1970S Insured Vehicle No: SLX439A
Date of Loss: 30/11/2018 Nature of Claim: TP Claim No: 2078952405SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: FBJ1970S Engine No: SC59E2410919
Make & Model: HONDA CBR1000RR, 999cc (M) Chassis No: JH2SC59A6DK501047
Reg. Date: 24/01/2014 (Man. Year: 2013) Odometer: 0 km
Colour: Multi-colour
Engine Capacity: 999 cc
Market Value/New Car Price: N/A
Sum Insured (\$\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Good Steering (Serviceable): Yes Footbrake (Serviceable): Yes
Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 120-70ZR17 Rear Tyre Size: 160-70ZR17
Front Left Side: Dunlop 6 mm Rear Left Side: Dunlop 6 mm
Front Right Side: 0 mm Rear Right Side: 0 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	8,866.00	6,836.40	2,029.60	22.89
Miscellaneous Items	0.00	0.00	0.00	
Labour	615.00	435.00	180.00	29.27
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (\$\$)	9,481.00	7,271.40	2,209.60	23.31
Approved Total (Overridden) (\$\$)		5,800.00		
Nett Amount (\$\$)	9,481.00	5,800.00	3,681.00	38.83

INSPECTION

Date of Assignment: 13/12/2018
Date Inspected: 13/12/2018 Inspected At: Ban Hock Hin Co. Pte Ltd (HQ)
Estimated Period of Repair: 5.0 days No. 6 Defu Lane 4
Singapore 539410

Adjuster: MARCUS CHUA

Manager: CHAN JIA LE

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

(REPAIR COST NOT CONCLUDE)

(EXCLUDE CHECK ITEMS S\$1,221.00 NETT)

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	4		*BOLT	*Check	36.00 F	*- FL
2	1		*CAP BOOST (NPA)	*Check	0.00 F	*- FL
3	1		*CAP CRANKCASE COVER 45MM	*Check	39.00 F	*- FL
4	2		*CLIP NUT	*Check	14.00 F	*- FL
5	1		*COVER AIR DUCT	Cracked	32.00 F	*32.00 FL
6	1		*COVER AIR DUCT RH	Cracked	32.00 F	*32.00 FL
7	1		*COVER COWLING LAYER LH	Cracked	95.00 F	*95.00 FL
8	1		*COVER COWLING LAYER RH	Cracked	95.00 F	*95.00 FL
9	1		*COVER COWLING MIDDLE	Cracked	52.00 F	*52.00 FL
10	1		*COVER CRANKCASE COMP.	Cut	575.00 F	*575.00 FL
11	1		*COVER INTAKE	Cracked	52.00 F	*52.00 FL
12	1		*COVER LAYER LH	Cracked	18.00 F	*18.00 FL
13	1		*COVER LAYER RH	Cracked	18.00 F	*18.00 FL
14	1		*COVER MIRROR INNER RH	Cut	213.00 F	*213.00 FL
15	1		*COVER MIRROR OUTER LH	Cut	48.00 F	*48.00 FL
16	1		*COVER MIRROR OUTER RH	Cut	48.00 F	*48.00 FL
17	1		*COVER SIDE RH	Cracked	1,105.00 F	*1,105.00 FL
18	1		*COWLING MIDDLE	Cracked	892.00 F	*892.00 FL
19	1		*COWLING MIDDLE INNER LH	Cracked	52.00 F	*52.00 FL
20	1		*COWLING MIDDLE LH	Cracked	1,105.00 F	*1,105.00 FL
21	2		*DAMPER MIRROR	Bent	18.00 F	*18.00 FL
22	1		*DUCT AIR LH	Cracked	145.00 F	*145.00 FL
23	1		*DUCT AIR RH	Cracked	145.00 F	*145.00 FL
24	1		*HEADLAMP ASSY	Broken	1,445.00 F	*1,445.00 FL
25	1		*HORN	Broken / Missing	182.00 F	*182.00 FL
26	1		*MUDGUARD FRONT	Broken	405.00 F	*405.00 FL
27	1		*NUT PLASTIC (WINDSHIELD)	Necessary	8.00 F	*8.00 FL
28	8		*NUT PLASTIC (WINDSHIELD)	Necessary	64.00 F	*64.00 FL
29	2		*NUT RUBBER	Necessary	17.00 F	*17.00 FL
30	1		*O-RING (48.1X3.6)	Necessary	12.00 F	*12.00 FL
31	1		*PROTECTOR EXHAUST	Dented	488.00 F	*488.00 FL
32	11		*RIVET	*Check	99.00 F	*- FL
33	1		*RUBBER COVER SEAL DUCT LH	*Check	49.00 F	*- FL
34	1		*RUBBER COVER SEAL DUCT RH	*Check	49.00 F	*- FL
35	6		*SCREW SMALL BOX	*Check	45.00 F	*- FL
36	2		*STAY COWLING	*Check	36.00 F	*- FL
37	1		*STAY HEADLAMP	*Check	383.00 F	*- FL
38	1		*STAY VACUUM TANK	*Check	22.00 F	*- FL
39	1		*TANK VACUUM COMP.	*Check	65.00 F	*- FL
40	4		*WASHER	*Check	28.00 F	*- FL
41	1		*SET WINDSCREEN	Cracked	235.00 F	*235.00 FL
42	1		*WIRE HARNESS METER	*Check	405.00 F	*- FL

F=Franchise part. L=ListItemDisc.

Sub Total (\$)	8,866.00	7,596.00
- List Item Discount on L Items 0.00/10.00% (\$)	0.00	759.60
Total Parts (\$)	8,866.00	6,836.40

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	LABOUR - FOR DISMANTLING AND ASSEMBLING OF PARTS QUOTED.	New	560.00	400.00
2	TRANSPORT CHARGES (MOTORCYCLE) CLASS 2. - FOR COLLECTION OF ACCIDENT BIKE.	New	55.00	35.00
Gross Labour Cost (S\$)			615.00	435.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >