

Version:

INS. CASE OWNER:

CC 4/FWD1900

LKK:
IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Meriton:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

FBL 5210R.

MOHAMMAD KAMAL BIN ABU OTHMAN

HP:

D.O.A.:

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

1201900004694

PWMC18-00005031

Gym.

101 Ave URBUS

If NO. Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

FBL 9177C



INSRS:

WSP:

Tel:

Liability:

RMKS:

DMH



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

PW1997C-7 PW15N18-7

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup):

After call Itr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

07-03-19 Email exp Lenny Goh

22-3-19 File Prio TO TPA TO RESOLVE PERIOD.

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

PR \$52895

(3 days) Reduction:

9 %

Email

Call

FINAL SETTLEMENT

Date/Time: 03-01-19

Confirm with: PAMPHON

Email

Call

Final Liability:

% 100

(Agreed / Assessed) BOLA S/N No.:

NA

If NO or B 28. Ass. Lia:

Repair Cost:

W167 \$53,097.65

ON REVERSED IN PROCEED TP.

Loss of Rental (LOR):

\$5 -

(days)

Loss of Use (LOU):

\$5 60.00

(5 > 0 a 3 days)

Loss of Income (LOI):

\$5 -

(5 a days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

\$52.00

Medical:

\$5 -

Disbursement:

\$5 -

(e.g. Tow/ Independent)

Legal Cost:

\$5 -

1) Claim status: Notina/Reject/Private Settle

2) Report Format:

TP

3) Survey fee:

4500

Total:

\$53,059.65

Global Sum \$5:

FINAL PAYMENT

Date/Time: 03-01-19

Confirm with: PAMPHON

Email

Call

Payee 1:

\$53,059.65

Name 1:

BANK MOU MUH CO PTE LTD.

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

Copy SENT



BAN HOCK HIN
Co., Pte Ltd

Co. Reg. No: 19700288K
MOTORCYCLE ACCESSORIES | SERVICE CENTRE
MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL
WORKS | LEASING & RENTALS | FLEET SALES | INSURANCE SALES

QUOTATION

Customer :

NO. : 33633

- Rev. 1

FWD SINGAPORE PTE LTD

6 TEMASEK BOULEVARD
#18-01 SUNTEC TOWER
SINGAPORE 038986

MOTOR CLAIMS DEPT

DATE : 15/02/2019

CLAIM NO. : 11259

POLICY NO. :

FROM : RAYMOND

VEHICLE NO. : FBL9177C

MAKE/MODEL : HON / CB400X

*not affected
near
the photo shows rep.
3 day.
20/2/18
p/p 2895.00*

(Page 1 of 2)

S/N	Description	Action	Qty	Unit Price	Amount
1	BOX REAR (KAPPA) KGR52 P/N: 60855	REPLACE	1.00	\$675.00	675.00
2	COOLANT (MOBIL) ANTIFREEZE P/N: 60213	REPLACE	2.00	\$13.00	26.00
3	GUARD HAND (ACERBIS) BLACK P/N: 34173	REPLACE	1.00	\$138.00 210	138.00
4	LEVER HANDLE ASSY R P/N: 54737	REPLACE	1.00	\$126.00	126.00
5	LIGHT FOG (TOUREX) 6X2400LM24W	REPLACE	1.00	\$294.00	294.00
6	MIRROR RH P/N: 51173	REPLACE	1.00	\$138.00	138.00
7	PROTECTOR MUFFLER P/N: 51179	REPLACE	1.00	\$126.00	126.00
8	RADIATOR COMP	REPLACE	1.00	\$510.00	510.00
9	SHROUD R RADIATOR P/N: 57336	REPLACE	1.00	\$126.00	126.00
10	TAPE CRASH BAR P/N: 59931	REPLACE	2.00	\$12.00	24.00
11	LABOUR P/N: 06766	Supply/Install	1.00	\$200.00	200.00

SUB TOTAL

\$2,383.00

GST @ 7 %

\$166.81

GRAND TOTAL

\$2,549.81

50% deposit required before ordering of parts.



*3050
17
2748
150.00
2895*



Address: No. 6, Defu lane 4, Singapore 539410 | Telephone: +65 6281 6520 | Web: www.bhh.com.sg
Fax: (Main) +65 6281 2830, (Spare Parts) +65 6285 7530, (Insurance/Project) +65 6284 2969, (Accounts) +65 6281 6759

CERT NO. 2005-1-0381
ISO 9001:2015

<u>S/N</u>	<u>Description</u>	<u>Action</u>	<u>Qty</u>	<u>Unit Price</u>	<u>Amount</u>
------------	--------------------	---------------	------------	-------------------	---------------

Validity: 30 days

For & on Behalf of

BAN HOCK HIN CO PTE LTD

Acknowledge & Accepted By



RAYMOND

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BAN HOCK HIN
Co., Pte Ltd

Co.Reg.No: 197000288K

MOTORCYCLE ACCESSORIES | SERVICE CENTRE
MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL
WORKS | LEASING & RENTALS | FLEET SALES | INSURANCE SALES

QUOTATION

Customer :

FWD SINGAPORE PTE LTD
6 TEMASEK BOULEVARD
#18-01 SUNTEC TOWER
SINGAPORE 038986

NO. : 34070

Supplementary 1 To QTN: 33633

DATE : 06/05/2019

CLAIM NO. : 11259

POLICY NO. :

FROM : RAYMOND

VEHICLE NO. : FBL9177C
MAKE/MODEL : HON / CB400X

S/N	Description	Action	Qty	Unit Price	Amount
1	MUFFLER COMP P/N: 54747	Replace	1.00	\$750.00	750.00
2	SLIDER PILLION EXHAUST P/N: 62585	Replace	1.00	\$45.00	45.00
SUB TOTAL					\$795.00
GST @ 7 %					\$55.65
GRAND TOTAL					\$850.65

50% deposit required before ordering of parts.

Validity: 30 days

For & on Behalf of

BAN HOCK HIN CO PTE LTD



RAYMOND

Acknowledge & Accepted By

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Fax: (Main) +65 6281 2830, (Spare Parts) +65 6285 7530, (Insurance/Project) +65 6284 2969, (Accounts) +65 6281 6759

CERT NO: 2000-1-0000
ISO 9001:2015



BAN HOCK HIN
Co., Pte Ltd

Co.Reg.No: 19700268K

MOTORCYCLE ACCESSORIES / SERVICE CENTRE
MODIFICATIONS / SPRAY PAINTING AND BODY WORK / METAL
WORKS / LEASING & RENTALS / FLEET SALES / INSURANCE SALES

QUOTATION

Customer :

NO. : 33633

- Rev. 2

FWD SINGAPORE PTE LTD
6 TEMASEK BOULEVARD
#18-01 SUNTEC TOWER
SINGAPORE 038986

DATE : 15/02/2019

CLAIM NO. : 11259

POLICY NO. :

MOTOR CLAIMS DEPT

FROM : RAYMOND

VEHICLE NO. : FBL9177C
MAKE/MODEL : HON / CB400X

(Page 1 of 2)

S/N	Description	Action	Qty	Unit Price	Amount
1	BOX REAR (KAPPA) KGR52 P/N: 60855	REPLACE	1.00	\$675.00 Disc %: 10.00	607.50
2	COOLANT (MOBIL) ANTIFREEZE P/N: 60213	REPLACE	2.00	\$13.00 Disc %: 10.00	23.40
3	GUARD HAND (ACERBIS) BLACK P/N: 34173	REPLACE	1.00	\$210.00 Disc %: 10.00	189.00
4	LEVER HANDLE ASSY R P/N: 54737	REPLACE	1.00	\$126.00 Disc %: 10.00	113.40
5	LIGHT FOG (TOUREX) 6X2400LM24W	REPLACE	1.00	\$294.00 Disc %: 10.00	264.60
6	MIRROR RH P/N: 51173	REPLACE	1.00	\$138.00 Disc %: 10.00	124.20
7	PROTECTOR MUFFLER P/N: 51179	REPLACE	1.00	\$126.00 Disc %: 10.00	113.40
8	RADIATOR COMP	REPLACE	1.00	\$510.00 Disc %: 10.00	459.00
9	SHROUD R RADIATOR P/N: 57335	REPLACE	1.00	\$126.00 Disc %: 10.00	113.40
10	TAPE CRASH BAR P/N: 59931	REPLACE	2.00	\$12.00 Disc %: 10.00	21.60
11	LABOUR P/N: 06766	Supply/Install	1.00	\$150.00	150.00
12	MUFFLER COMP P/N: 54747	Replace	1.00	\$750.00 Disc %: 10.00	675.00
13	SLIDER PILLION EXHAUST P/N: 62585	Replace	1.00	\$45.00 Disc %: 10.00	40.50

SUB TOTAL

\$2,895.00

GST @ 7 %

\$202.65



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Fax: (Main) +65 6281 2830, (Spare Parts) +65 6285 7530, (Insurance/Project) +65 6284 2969, (Accounts) +65 6281 6759

CERT NO. 2502-1-0183
ISO 9001:2015

<u>S/N</u>	<u>Description</u>	<u>Action</u>	<u>Qty</u>	<u>Unit Price</u>	<u>Amount</u>
GRAND TOTAL					\$3,097.65

50% deposit required before ordering of parts.

Validity: 30 days

For & on Behalf of

BAN HOCK HIN CO PTE LTD

Acknowledge & Accepted By



RAYMOND

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BAN HOCK HIN
Co., Pte Ltd

Co. Reg. No: 197002288K
MOTORCYCLE ACCESSORIES | SERVICE CENTRE
MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL
WORKS | LEASING & RENTALS | FLEET SALES | INSURANCE SALES

QUOTATION

Customer :

NO. : 33633

- Rev. 1

FWD SINGAPORE PTE LTD

6 TEMASEK BOULEVARD
#18-01 SUNTEC TOWER
SINGAPORE 038986

MOTOR CLAIMS DEPT

DATE : 15/02/2019

CLAIM NO. : 11259

POLICY NO. :

FROM : RAYMOND

VEHICLE NO. : FBL9177C
MAKE/MODEL : HON / CB400X

*not attached
near
highly Address
3 day
20/2/19
P/P*

(Page 1 of 2)

S/N	Description	Action	Qty	Unit Price	Amount
1	BOX REAR (KAPPA) KGR52 P/N: 60855	REPLACE	1.00	\$675.00	675.00
2	COOLANT (MOBIL) ANTIFREEZE P/N: 60213	REPLACE	2.00	\$13.00	26.00
3	GUARD HAND (ACERBIS) BLACK P/N: 34173	REPLACE	1.00	\$138.00	138.00
4	LEVER HANDLE ASSY R P/N: 54737	REPLACE	1.00	\$126.00	126.00
5	LIGHT FOG (TOUREX) 6X2400LM24W	REPLACE	1.00	\$294.00	294.00
6	MIRROR RH P/N: 51173	REPLACE	1.00	\$138.00	138.00
7	PROTECTOR MUFFLER P/N: 51179	REPLACE	1.00	\$126.00	126.00
8	RADIATOR COMP	REPLACE	1.00	\$510.00	510.00
9	SHROUD R RADIATOR P/N: 57336	REPLACE	1.00	\$126.00	126.00
10	TAPE CRASH BAR P/N: 59931	REPLACE	2.00	\$12.00	24.00
11	LABOUR P/N: 06766	Supply/Install	1.00	\$200.00	200.00

SUB TOTAL

\$2,383.00

GST @ 7 %

\$166.81

GRAND TOTAL

\$2,549.81

50% deposit required before ordering of parts.



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Fax: (Main) +65 6281 2830, (Spare Parts) +65 6285 7530, (Insurance/Project) +65 6284 2969, (Accounts) +65 6281 6759

CERT NO: 2002-1-0383
ISO 9001: 2015

<u>S/N</u>	<u>Description</u>	<u>Action</u>	<u>Qty</u>	<u>Unit Price</u>	<u>Amount</u>
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Validity: 30 days

For & on Behalf of

Acknowledge & Accepted By

BAN HOCK HIN CO PTE LTD**RAYMOND**

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> **Back to OneMotoring**

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 0693B

Vehicle Details

Vehicle No.: FBL9177C
Vehicle to be Exported: No
Intended Deregistration Date: 20 Feb 2019
Vehicle Make: HONDA
Vehicle Model: CB400X ABS MANUAL
Primary Colour: Black
Manufacturing Year: 2017
Engine No.: NC47E1102075
Chassis No.: NC471102060
Maximum Power Output: -
Open Market Value: \$8,377.00
Original Registration Date: 06 May 2017
First Registration Date: 06 May 2017
Transfer Count: 1
Actual ARF Paid: \$2,439.00

Intended PARF Rebate Details

PARF Eligibility: No
PARF Eligibility Expiry Date: -
PARF Rebate Amount: \$0.00

Intended COE Rebate Details

COE Expiry Date: 05 May 2027
COE Category: D - Motorcycle
COE Period(Years): 10
QP Paid: \$7,589.00
COE Rebate Amount: \$6,228.00
Total Rebate Amount: \$6,228.00

The information contained herein is correct as at 20 Feb 2019

OK

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 7 March 2019 2:15 PM
To: 'raymond@bhh.com.sg'
Subject: RE: Accident Involving FBL9177C & FBL5210R (FWD Claim 1201900004694/JL) on 01/02/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@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, 7 March, 2019 12:34 PM
To: Motor Claims SG - SG Common
Cc: Josey Loh Kah Wai - SGUser
Subject: RE: Accident Involving FBL9177C & FBL5210R (FWD Claim 1201900004694/JL) on 01/02/2019

Dear Lionel,

As informed by your insured, he has reported the accident yesterday,

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

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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

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



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

Sent: Wednesday, 27 February, 2019 11:12 AM

To: 'motorclaims.sg@fwd.com' <motorclaims.sg@fwd.com>

Cc: 'josey.loh@fwd.com' <josey.loh@fwd.com>

Subject: RE: Accident Involving FBL9177C & FBL5210R (FWD Claim 1201900004694/JL) on 01/02/2019

Dear Lionel,

Have your insured reported the accident?

Please advise,

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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

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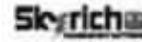
Facebook: <http://www.facebook.com/bhhsg>



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



From: motorclaims.sg@fwd.com <motorclaims.sg@fwd.com>

Sent: Thursday, 21 February, 2019 12:33 PM

To: raymond@bhh.com.sg

Cc: josey.loh@fwd.com

Subject: FW: Accident Involving FBL9177C & FBL5210R (FWD Claim 1201900004694/JL) on 01/02/2019

Hi Raymond,

Insured has not reported.

Regards,
Lionel

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

Sent: Thursday, February 21, 2019 12:10 PM

To: Motor Claims SG - SG Common

Cc: Lionel Tan Tian Pei - SGUser

Subject: RE: Accident Involving FBL9177C & FBL5210R on 01/02/2019

Dear Sir / Madam,

LKK surveyor had surveyed our client bike at our workshop yesterday.

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

Thanks

Best Regards,
Raymond

Ban Hock Hin Co., Pte Ltd

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

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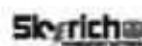
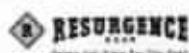
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MOTORCYCLE ACCESSORIES | SERVICE CENTRE | MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL WORKS | LEAS



From: motorclaims.sg@fwd.com <motorclaims.sg@fwd.com>
Sent: Wednesday, 20 February, 2019 9:07 AM
To: raymond@bhh.com.sg
Cc: lionel.tan@fwd.com; motorclaims.sg@fwd.com
Subject: RE: Accident Involving FBL9177C & FBL5210R on 01/02/2019

Hi Raymond,

We had appointed LKK.

Regards,
Josey

From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Wednesday, 20 February, 2019 8:42 AM
To: Motor Claims SG - SG Common
Cc: Josey Loh Kah Wai - SGUser; Lionel Tan Tian Pei - SGUser
Subject: RE: Accident Involving FBL9177C & FBL5210R on 01/02/2019

Dear Sir / Madam,

Please advise who is the surveyor assigned for the above 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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MOTORCYCLE ACCESSORIES | SERVICE CENTRE | MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL WORKS | LEAS



From: Raymond <raymond@bhh.com.sg>
Sent: Monday, 18 February, 2019 5:22 PM
To: 'clara.li@fwd.com' <clara.li@fwd.com>
Cc: 'josey.loh@fwd.com' <josey.loh@fwd.com>; 'lionel.tan@fwd.com' <lionel.tan@fwd.com>;
'motorclaims.sg@fwd.com' <motorclaims.sg@fwd.com>
Subject: RE: Accident Involving FBL9177C & FBL5210R on 01/02/2019

Dear Clara,

Thanks for the info.

Bike is not in the workshop, please get surveyor to contact me first before coming for the 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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MOTORCYCLE ACCESSORIES | SERVICE CENTRE | MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL WORKS | LEAS



From: clara.li@fwd.com <clara.li@fwd.com>
Sent: Monday, 18 February, 2019 3:51 PM
To: raymond@bhh.com.sg
Cc: josey.loh@fwd.com; lionel.tan@fwd.com; motorclaims.sg@fwd.com
Subject: RE: Accident Involving FBL9177C & FBL5210R on 01/02/2019

Hi Raymond,

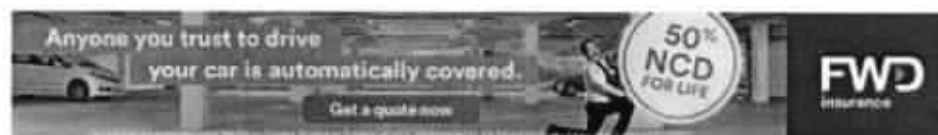
Kindly take note to send in any correspondences related to Motor Claims via e-mail to motorclaims.sg@fwd.com.

Thank you.

Kind Regards
Clara Li
Senior Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722
E clara.li@fwd.com
W fwd.com.sg



From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Friday, 15 February, 2019 4:49 PM
To: Clara Li Zirong - SGUser
Subject: Accident Involving FBL9177C & FBL5210R on 01/02/2019

Dear Clara,

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

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

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



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



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Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

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Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	19 Feb 2019 15:25	Cim Veh Model Changed	(203288) HONDA CB400X 399cc.	[A] Lau Shu Pei
2	19 Feb 2019 15:25	Cim Created	Reg No: FBL9177C. Acct Date: 2019/02/01. Claim Type: TP. Insurer: FWD Singapore Pt e. Ltd. (HQ). TP Insurer: Direct Asia Insurance (Singapore) Pte Ltd (HQ). Workshop: Ba n Hock Hin Co. Pte Ltd (HQ)	[A] Lau Shu Pei
3	19 Feb 2019 15:25	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ); RR Region: FWD - Ext Auto Adj Assignment. Sugg ested Adj. : VICOM Ltd.	[A] Lau Shu Pei
4	19 Feb 2019 15:25	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/02/28	[A] Lau Shu Pei
5	19 Feb 2019 15:25	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
6	19 Feb 2019 15:25	Label Added	(20005):Direct Settlement .	[A] Lau Shu Pei
7	19 Feb 2019 15:25	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
8	19 Feb 2019 18:31	Cim Registration Modified	Pol No:->PNMC2018-00005030.	[I] Clara Li Zi Rong
9	21 Feb 2019 16:20	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/02/28	[A] Lau Shu Pei
10	29 Apr 2019 08:17	Adj Adjuster Assigned	KENNETH KONG -> MARCUS CHUA	[A] VERON CHEN
11	03 Jun 2019 13:04	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
12	03 Jun 2019 13:04	Cim Dtl Modified	JPJ Reg. Date: -> 2017/05/06.	[A] JOANNE LEE KHANG MIN
13	03 Jun 2019 13:04	Cim Details Notified		[A] JOANNE LEE KHANG MIN
14	13 Jun 2019 19:25	Adj Mandate Request	Cur,Req:3159.65;LIABILITY: 100% B:NIL OI REVERSED HIT PARKED TP QUANTUM: (a) COR w/GST: \$3,097.65 + (b) LOU : \$60.00 (3days x \$20) + (c) LTA :\$2.00 Total: a+b+ c = \$3,159.65 PLEASE REVERT WITH YOUR APPROVAL / MANDATE / INSTRUCTIONS, IF ANY.	[A] Asher Sng Rong Yi

Date From



Date To



Audit Type None



Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No.	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2064370	21/02/2019 16:20	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	FBL9177C	FBL5210R	10.70

7/3/2019

Merimen e-Claims

Print Received Message

This mail is associated with :

***FBL9177C (1201900004694)**
[FBL5210R]

TP

MUHAMMAD JUHARI BIN JAILANI

Feb 1 2019 11:00AM

[Mohamed Kamal Bin Abu Bakar]

Ban Hock Hin Co. Pte Ltd

From FWD Singapore Pte. Ltd. (HQ) (FWD_SG), sent on 28/06/2019 09:32 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$3159.65) - FBL9177C - Claim Handler: Josey Loh

Approved:3159.65.



09 MAY 2019

Your Ref : 1201900004694/JL
Our Ref : TP/11259/FBL9177C/FBL5210R

BY EMAIL & HAND

FWD Singapore Pte Ltd
6 Temasek Boulevard
#18-01 Suntec Tower
Singapore 038986

ATTN: Motor Claims Dept

Dear Sir / Madam,

Accident Involving FBL9177C & FBL5210R on 01/02/2019

We refer to the above-mentioned matter.

As instructed by our client, we proceed to quantify our claim as itemized below:

1. Cost of Repair (Inc. 7% GST)	\$3,097.65
2. Loss of Use (3 days x \$20)	\$ 60.00
3. GIA Search Fee	\$ 2.00
TOTAL	<u>\$3,159.65</u>

We attached our Letter of Demand, Tax Invoice and GIA Search Fee for your perusal.

Please acknowledge receipt.

If you require any further clarification, please do not hesitate to contact Mr Raymond at 6281 6520 ext. 220.

Thank you.

BAN HOCK HIN CO PTE LTD

Raymond Tan
Manager/Insurance Dept



LETTER OF AUTHORISATION

03 JUL 2019

Your Ref : 1201900004694/JL
Our Ref : TP/11259/FBL9177C/FBL5210R

BY EMAIL & HAND

FWD Singapore Pte Ltd
6 Temasek Boulevard
#18-01 Suntec Tower
Singapore 038986

ATTN: Motor Claims Dept

Dear Sir / Madam,

Accident Involving FBL9177C & FBL5210R on 01/02/2019

AUTHORIZATION LETTER

I / We refer to the above-mentioned matter.


I / We, MUHAMMAD JUHARI BIN JAILANI hereby irrevocably authorize Ban Hock Hin Co., Pte Ltd to act on our behalf to file a 3rd Party Claim against your insured FBL5210R.


I / We further authorize M/s FWD Singapore Pte Ltd to release the claim and payment to M/s Ban Hock Hin Co., Pte Ltd in consideration of their allowing me to take possession of my motorcycle FBL9177C upon completion of repairs.

If you need any verification from us, kindly direct all enquiries and correspondences to M/s Ban Hock Hin Co., Pte Ltd.

Yours faithfully

Witness


.....
Claimant (Signature & Company Stamp)


.....
Witness Signature

Muhammad Suhari bin Jailani / S8820693B
.....
Name & NRIC No

Raymond Tan / 67715235R
.....
Name & NRIC No

RELEASE

Claim Reference:	1201900004694
Surveyor's Reference:	CC4/FWD19003065/Ueb3
TP Reference:	TP/11259/FBL9177C/FBL5210R

We, **BAN HOCK HIN CO. PTE LTD** ("Workshop") hereby agree and confirm that we are authorized by the owner ("Claimant") of motor vehicle **FBL 9177C** ("Vehicle") to accept the sum of **\$3,159.65**, being the amount claimed for **\$3,097.65** (repair costs), **\$60.00** (loss of rental-use), **\$ -** (loss of income), **\$2.00** (disbursement) as compensation for the loss of or damage to the Vehicle, as a result of an accident ("Accident") which occurred on **01/02/2019** (date of accident) at / along **HONEYWELL AEROSPACE PTE LTD 161 GUL CIRCLE** (location) involving vehicle no/s. **FBL 9177C** and **FBL 5210R**.

This is pursuant to the inspection conducted on **20/02/2019** (date) at the Workshop.

We confirm that this acceptance is in full and final settlement of all claims arising from the damage to the Vehicle (whether now or hereafter to become manifest), to the intent that FWD Singapore Pte. Ltd. and all other persons, in particular the driver of **FBL 5210R** be absolutely and finally exonerated and discharged from all claims of every nature and kind whatsoever which have been made or which may be made in respect of this Accident.

We also declare that we are authorized by the Claimant to receive the above compensation and we have full authority to make the claim as set out above and to settle the matter on behalf of the Claimant in any manner we deem fit.

This settlement is reached on a without prejudice and without admission of liability basis. As such, this Release is not to be construed as an admission of liability on the part of FWD Singapore Pte Ltd, their policyholder and / or authorised driver and shall not be used as evidence in any claims and / or action which may be lodged by any of them.

Dated this 3rd day of July 2019

CLAIMANT



[Signed by the "Workshop" with Co. Stamp]
For and on behalf of the "Claimant"



CKS

[FWD's appointed surveyor with Co. Stamp]
For and on behalf of FWD Singapore Pte. Ltd.



BAN HOCK HIN
Co., Pte Ltd

Co. Reg. No: 197000288K

MOTORCYCLE ACCESSORIES | SERVICE CENTRE
MODIFICATIONS | SPRAY PAINTING AND BODY WORK | METAL
WORKS | LEASING & RENTALS | FLEET SALES | INSURANCE SALES

TAX INVOICE

GST Reg No. : M2-0010542-7

Customer :

FWD SINGAPORE PTE LTD
6 TEMASEK BOULEVARD
#18-01 SUNTEC TOWER
SINGAPORE 038986

MOTOR CLAIMS DEPT

Invoice No. : DLCR40100730-I11259

Invoice Date : 26/04/2019

Payment Due Date : 26/05/2019

CLAIM NO. : 11259
POLICY NO. :
VEHICLE NO. : FBL9177C
MAKE/MODEL : HON / CB400X

(Page 1 of 2)

S/N	Description	Action	Qty	Unit Price	Amount
1	BOX REAR (KAPPA) KGR52	REPLACE	1	\$675.00	\$607.50
				Disc %: 10%	
2	COOLANT (MOBIL) ANTIFREEZE	REPLACE	2	\$13.00	\$23.40
				Disc %: 10%	
3	GUARD HAND (ACERBIS) BLACK	REPLACE	1	\$210.00	\$189.00
				Disc %: 10%	
4	LEVER HANDLE ASSY R	REPLACE	1	\$126.00	\$113.40
				Disc %: 10%	
5	LIGHT FOG (TOUREX) 6X2400LM24W	REPLACE	1	\$294.00	\$264.60
				Disc %: 10%	
6	MIRROR RH	REPLACE	1	\$138.00	\$124.20
				Disc %: 10%	
7	PROTECTOR MUFFLER	REPLACE	1	\$126.00	\$113.40
				Disc %: 10%	
8	RADIATOR COMP	REPLACE	1	\$510.00	\$459.00
				Disc %: 10%	
9	SHROUD R RADIATOR	REPLACE	1	\$126.00	\$113.40
				Disc %: 10%	
10	TAPE CRASH BAR	REPLACE	2	\$12.00	\$21.60
				Disc %: 10%	
11	LABOUR	Supply/Install	1	\$150.00	\$150.00
12	MUFFLER COMP	Replace	1	\$750.00	\$675.00
				Disc %: 10%	
13	SLIDER PILLION EXHAUST	Replace	1	\$45.00	\$40.50
				Disc %: 10%	






<u>S/N</u>	<u>Description</u>	<u>Action</u>	<u>Qty</u>	<u>Unit Price</u>	<u>Amount</u>
		SUB TOTAL			\$2,895.00
		GST @ 7 %			\$202.65
		GRAND TOTAL			<u>\$3,097.65</u>

Validity: 30 days

For & on Behalf of

BAN HOCK HIN CO PTE LTD



Printed by : RAYMOND





RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-19-021815

Date of Request: 12/02/2019

Your Ref No: Online Purchase

Ban Hock Hin Co. Pte Ltd
No. 6 Defu Lane 4
Singapore 539410

Dear Sir/Madam,

Enquiry Date 12/02/2019
Enquiry By Tan Chok Lok
TP Vehicle No. FBL5210R
Accident Date 01/02/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
FBL5210R	FWD Singapore Pte. Ltd.	22/11/2018-21/11/2019	6727 5700

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-19-021815

Date of Request: 12/02/2019

Your Ref No: Online Purchase

Ban Hock Hin Co. Pte Ltd
No. 6 Defu Lane 4
Singapore 539410

Dear Sir/Madam,

Enquiry Date: 12/02/2019
Enquiry By: Tan Chok Lok
TP Vehicle No.: FBL5210R
Accident Date: 01/02/2019

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	21 Feb 2019 Edit Reg		18 Feb 2019 00:00 Edit Adj Rpt	\$52,895.00 Edit Estimates	\$52,895.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	Mohamed Kamal Bin Abu Bakar, ID: S1774835A								
Main Claimant:	MUHAMMAD JUHARI BIN JAILANI, ID: S8820693B								
Vehicle Reg. No.:	FBL9177C	Date of Loss:	01/02/2019 11:00 - :59 [20 Months and 26 Days From LTA Reg Date (Man Yr)]						
Claims Type:	TP / 1201900004694	Policy/Cover Note No.:	PNMC2018-00005030 (Third Party Only)						
Vehicle Reg. No. (Insured):	FBL5210R	Policy No. (Claimant):	MC/0047350						
		Excess:							
Repairer:	Ban Hock Hin Co. Pte Ltd (HQ) No. 6 Defu Lane 4, 539410 Defu Lane - Tel: 62816520								
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Josey Loh]								
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 28/02/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> FWD_SG (28/06/2019): Alert - Adj Mandate Approved (\$53159.65) - FBL9177C - Claim Handler: Josey Loh FWD_SG (14/06/2019): Alert - Adj Mandate Maintained - FBL9177C - Claim Handler: Josey Loh 									
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

*FBL9177C (1201900004694)
[FBL5210R]
TP
MUHAMMAD JUHARI BIN JAILANI
Feb 1 2019 11:00AM
[Mohamed Kamal Bin Abu Bakar]
Ban Hock Hin Co. Pte Ltd



















































[Upload Documents](#)
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View View in Browser

Letters/Correspondences				1 per page	<input checked="" type="checkbox"/>
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1	(Draft)	Third Party Express Settlement - Payment Breakdown	1	Edit	

Assessment Reports				1 per page	<input checked="" type="checkbox"/>
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Letters/Correspondences			1 per page	<input checked="" type="checkbox"/>
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3	19/02/19 15:26	TP EST & GIA REPORT		
4	21/02/19 18:27	TP ESTIMATE- MARKED		
5	03/06/19 13:10	WORKSHOP INVOICE		
6	03/06/19 13:10	GIA SEARCH		
7	03/06/19 13:10	LOD		
8	16/07/19 14:16	Release Voucher		
9	16/07/19 14:16	AUTHORISATION TO ACT FORM		
No	Finalized On	FWD Singapore Pte. Ltd. (HQ)	Thumbnail	Print
1	07/03/19 13:11	OI GIA		

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	FBL5210R (Insd veh)	Model:	HONDA CB400X 399CC
	FBL9177C (TP veh)		
Date of Accident:	01/02/2019		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	: \$	3,477.50	
Final Repair Cost	: \$	3,097.65	
Loss of Use	: \$	60.00	3.00 days at \$20.00 per day
Rental (if any)	: \$	0.00	days
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$	0.00	
	: \$		
Final Settlement Sum	: \$	3,159.65	

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For **Non GIA Registered Workshop:** Agreed Liability ____ 100 ____ (%)

B) For **GIA Registered Workshop:** BOLA Applicable: Yes/ No BOLA Scenario No: ____

BOLA Liability: ____ (%) Assessed Liability (*): ____ (%)

** Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.*

Remarks _____

Payment Instruction: Payee's Breakdown			
1)	Ban Hock Hin Co. Pte Ltd	: \$	3,159.65
2)		: \$	
3)		: \$	

JOANNE LEE KHANG MIN

16 Jul
2019

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

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: CC4/FWD19003065/UEB3Q2

Date: 16/07/2019

REFERENCE

Handling Insurer: FWD Singapore Pte. Ltd. Policy No: PNMC2018-00005030

Claimant Vehicle No: FBL9177C Insured Vehicle No: FBL5210R

Date of Loss: 01/02/2019 Nature of Claim: TP Claim No: 1201900004694

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	FBL9177C		
Make & Model:	HONDA CB400X, 399cc	Engine No:	NC47E1102075
Reg. Date:	06/05/2017 (Man. Year: 2017)	Chassis No:	NC471102060
Colour:	Black	Odometer:	29525 km
Engine Capacity:	399 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	Market Value/New Car Price		

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size:	120/70Z R17	Rear Tyre Size:	160/60Z R17
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 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	3,050.00	2,745.00	305.00	10.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	200.00	150.00	50.00	25.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	3,250.00	2,895.00	355.00	10.92
+ GST 7.00/7.00% (S\$)	227.50	202.65	24.85	10.92
Nett Amount (S\$)	3,477.50	3,097.65	379.85	10.92
+ Loss of Use (3.0 x S\$20.00/day) (S\$)		60.00		
+ Doc/Search Fee (S\$)		2.00		
Nett Liability (S\$)		3,159.65		

INSPECTION

Date of Assignment: 18/02/2019

Date Inspected: 20/02/2019 Inspected At:

Ban Hock Hin Co. Pte Ltd (HQ)
No. 6 Defu Lane 4
Singapore 539410

Estimated Period of Repair: 3.0 days

Adjuster: MARCUS CHUA**Manager:** Asher Sng Rong Yi

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 DETAILS

Reference

Part Source:	(Last Synchronised: 03 Jun 2019)	
Parts:	N/A	HONDA CB400X 399cc (Model not available in database)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for FBL9177C)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BOX REAR (KAPPA) KGR52	Cut	675.00 F	*675.00 FL
2	2		*COOLANT (MOBIL) ANTIFREEZE	Necessary	26.00 F	*26.00 FL
3	1		*GUARD HAND (ACERBIS) BLACK	Cut	210.00 F	*210.00 FL
4	1		*LEVER HANDLE ASSY R	Cracked	126.00 F	*126.00 FL
5	1		*LIGHT FOR (TOUREX) 6X2400LM24W	Damaged / Scratched	294.00 F	*294.00 FL
6	1		*MIRROR RH	Cut	138.00 F	*138.00 FL
7	1		*PROTECTOR MUFFLER	Scratched	126.00 F	*126.00 FL
8	1		*RADIATOR COMP	Dented / Bent	510.00 F	*510.00 FL
9	1		*SHROUD R RADIATOR	Damaged	126.00 F	*126.00 FL
10	2		*TAPE CRASH BAR	Torn	24.00 F	*24.00 FL
11	1		*MUFFLER COMP	Dented	750.00 F	*750.00 FL
12	1		*SLIDER PILLION EXHAUST	Torn	45.00 F	*45.00 FL

F=Franchise part. L=ListItemDisc.

Sub Total (S\$)	3,050.00	3,050.00
- List Item Discount on L Items 0.00/10.00% (S\$)	0.00	305.00
Total Parts (S\$)	3,050.00	2,745.00

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
<u>Labour Items</u>				
1	LABOUR	New	200.00	150.00
Gross Labour Cost (S\$)			200.00	150.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >