

## Denise Tay (LKKAuto)

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**From:** raymond@bhh.com.sg  
**Sent:** Friday, 9 October 2020 3:30 PM  
**To:** Denise Tay (LKKAuto)  
**Subject:** RE: FBL 6451E

Dear Denise,

Thank you for your revised finalisation.

We accepted the final bill at \$7,047.30.

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:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Sent:** Friday, 9 October 2020 2:50 PM  
**To:** raymond@bhh.com.sg  
**Subject:** RE: FBL 6451E

Dear Raymond,

Sorry earlier calculation for parts has some error.

Will include item 4. Therefore,

Parts: 6003.90(after 10% trade discount)

Supp:311.40(after 10% trade discount)

S/N: 102 (tyre 60% of \$170)  
Labour: 630

Total: \$7,047.30

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6741-3062 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg) <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>  
**Sent:** Friday, 9 October 2020 11:08 AM  
**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** FW: FBL 6451E

Dear Denise,

Item No. 4 your surveyor has confirmed to replace and the side boxes have been replaced.

Please clarify.

Thanks

Best Regards,

**Raymond**

**Ban Hock Hin Co., Pte Ltd**

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Friday, 9 October 2020 11:01 AM

**To:** [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)

**Subject:** RE: FBL 6451E

Dear Raymond,

Parts: \$4914.9 after (10% trade Discount)  
Supplementary: \$311.40(10% trade discount)  
S/N: 102  
Labour: 630

Total \$5,958.30

Accessories not payable

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6741-3062 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg) <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>

**Sent:** Monday, 5 October 2020 10:30 AM

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Cc:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>

**Subject:** FW: FBL 6451E

Dear Denise,

We refer to our finalisation email dated 09/09/2020 and our reminder email dated 16/09/2020.

Please confirm our final bill by this week.

Failing which we will submit our Letter of Demand to Auto & General Insurance for payment.

Thanks

Best Regards,

**Raymond**

**Ban Hock Hin Co., Pte Ltd**

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**From:** [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg) <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>  
**Sent:** Wednesday, 16 September 2020 1:27 PM  
**To:** 'Denise Tay (LKKAuto)' <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** FW: FBL 6451E

Dear Denise,

Please confirm our final bill.

Thanks

Best Regards,  
Raymond

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**From:** [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg) <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>  
**Sent:** Wednesday, 9 September 2020 3:06 PM

To: 'Denise Tay (LKKAuto)' <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
Cc: 'hasrianah@bhh.com.sg' <[hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)>  
Subject: RE: FBL 6451E

Dear Denise,

We attached the finalisation form your confirmation.

Parts	- \$7,372.00
Labour	- \$ 630.00
Total	- \$8,002.00
	=====

4 days Repair

Please confirm.

Thanks

Best Regards,

Raymond

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From: [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg) <[raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)>  
Sent: Wednesday, 12 August 2020 12:02 PM  
To: 'Denise Tay (LKKAuto)' <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
Cc: 'hasrianah@bhh.com.sg' <[hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)>  
Subject: RE: FBL 6451E

Dear Denise,

We attached the marked quotation 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:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg) <[hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)>

**Sent:** Wednesday, 12 August 2020 11:49 AM

**To:** [raymond@bhh.com.sg](mailto:raymond@bhh.com.sg)

**Subject:** FW: FBL 6451E

Hi Raymond

LKK is requesting for a copy of the marked estimate.

Appreciate your help to scan and forward it to them.

Thank you.

Best Regards,  
*Hasrianah*

**Insurance Department**

**Ban Hock Hin Co., Pte Ltd**

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Wednesday, 12 August 2020 11:36 AM  
**To:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg); Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Subject:** RE: FBL 6451E

Dear Hasrianah,

Can forward me a copy of the marked estimate

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

**From:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg) <[hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)>  
**Sent:** Wednesday, 5 August 2020 3:10 PM  
**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Subject:** RE: FBL 6451E

Hi Denise

We are currently getting owner to bring in his bike for us to fix his handle bar and grip handle.

We will let you know once we have completed the repair.

Thank you.

Best Regards,  
*Hasrianah*

Insurance Department

Ban Hock Hin Co., Pte Ltd

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Wednesday, 5 August 2020 3:05 PM  
**To:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg); Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Subject:** RE: FBL 6451E

Dear Hasri,

Is the repair done?

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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**From:** Denise Tay (LKKAuto)  
**Sent:** Monday, 3 August 2020 8:38 AM  
**To:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg); Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Subject:** RE: FBL 6451E

Dear Hasri,

Please update us on the repair status.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

**From:** Denise Tay (LKKAuto)  
**Sent:** Monday, 4 May 2020 3:07 PM  
**To:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg); Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Subject:** RE: FBL 6451E

Dear Hasri,

Thanks for your update.

Insurance was following up with the case, I will keep them inform.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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**From:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg) <[hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)>  
**Sent:** Monday, 4 May 2020 2:15 PM  
**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Subject:** RE: FBL 6451E

Dear Denise

Due to the Covid 19 and CB situation, our supplier is unable to confirm on the ETA on some of the parts and we still have 2 items pending that has still have not yet arrive.

Thank you.

Best Regards,  
*Hasrianah*

**Insurance Department**

**Ban Hock Hin Co., Pte Ltd**

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Monday, 4 May 2020 1:53 PM  
**To:** Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>; [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)  
**Subject:** RE: FBL 6451E

Dear Hasrianah,

Can this case be finalized?

**Note:** We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

**From:** Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>  
**Sent:** Tuesday, 25 February 2020 1:27 PM  
**To:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg)  
**Cc:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** RE: FBL 6451E

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear hasrianah,

Good day, o.k noted will be discuss later finalized be deduct 10% for parts discount and management checking parts price before finalized your.

Thanks.

Best Regards,

**Hock Ann** | Assistant Automotive Assessor

**LKK Auto Consultants**

Phone: 6741 3061 | Email: [HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com) | fax: 6256-4315

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

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**From:** [hasrianah@bhh.com.sg](mailto:hasrianah@bhh.com.sg) [<mailto:hasrianah@bhh.com.sg>]

**Sent:** Monday, 24 February, 2020 11:38 AM

**To:** Hock Ann (LKK Auto)

**Cc:** Denise Tay (LKKAuto)

**Subject:** RE: FBL 6451E

Dear Hock Ann

We refer to your email below.

Our parts price is base on list price.

Thank you.

Best Regards,

*Hasrianah*

**Insurance Department**

**Ban Hock Hin Co., Pte Ltd**

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**From:** Hock Ann (LKK Auto) <[HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com)>

**Sent:** Friday, 21 February 2020 11:11 AM

**To:** [HASRIANAH@BHH.COM.SG](mailto:HASRIANAH@BHH.COM.SG)

Cc: Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

Subject: RE : FBL 6451E

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear hasrianah,

Good day , regarding yest my collague have go resurvey photo taken FBL 6451E , I refer bk photo damage and survey photo extimate accept item no 8 ,no 13 parts item will can.t not given (svc) back

May ask yours extimate parts price is use list or cost ? cos yours requisied wan do PART/PART repair, insurance need your provide parts invoice ,if not did.t can.t finalized for this case. Please to take noted.

Excess is \$300

Thanks.

Best Regards,

**Hock Ann** | Assistant Automotive Assessor

**LKK Auto Consultants**

Phone: 6741 3061 | Email: [HockAnn@lkkauto.com](mailto:HockAnn@lkkauto.com) | fax: 6256-4315

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