

Shiau Chan (LKKAuto)

From: Sbk E <sbk5643e@yahoo.com>
Sent: Friday, 8 January 2021 7:21 AM
To: Fong, Andy-SY
Cc: Bryan Ang (LKKAuto); Naz (LKKAuto); Shiau Chan (LKKAuto); Ng, Thaddaeus-HC; Lim, Kok-Chong; SUR
Subject: Re: Re: LUMP SUM REPAIR, Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Bryan,

Please link up the claim handler for this matter regarding total loss. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, January 7, 2021, 07:13:47 PM GMT+8, Fong, Andy-SY <andy-sy.fong@aig.com> wrote:

Kwan,

Bryan is vastly experienced and well respected in the Singapore Motor industry. His assessment is deemed final and AIG has provided him with the full mandate to manage this loss.

Bryan, please take over and handle. If required, we have other motorcycle authorized workshops at your disposal. Let me know what you need and I will support you.

Andy

On 7 Jan 2021, at 6:31 PM, Sbk E <sbk5643e@yahoo.com> wrote:

This message is from an external sender; be cautious with links and attachments.

Dear Bryan,

Good Day. The Insured does not wish to top up the difference. The Insured has to comply to the terms and conditions of the Hire Purchase Agreement to have the vehicle repaired by Bike Production Pte Ltd. Basically, there is no issue to repair within the repair limit if the derivation of the repair limit is correct. The depreciation methodology is the fair method to derive the market value and or the repair limit.

Aside to Andy, please kindly assist as I have sent you regarding the derivation of the market value and or repair limit. Thank you very much for your attention.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, January 7, 2021, 06:23:11 PM GMT+8, Bryan Ang (LKKAuto) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

Apologise of the delayed reply.

Refer to your request to repair the insured bike at \$5,650/-, the repair limit of \$4,500/- is maintained. If insured wishes to repair the bike :-

1. He would have to top up the difference to Bike Production; or
2. Repair his bike at another AIG's authorized workshop that is able to undertake the repair within \$4,500/-.

Otherwise, the bike will be under total loss.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com | fax: 6741-4108

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

From: Sbk E <sbk5643e@yahoo.com>

Sent: Tuesday, 5 January 2021 11:41 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Naz (LKKAuto) <Naz@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Thaddaeus-HC Ng <thaddaeus-hc.ng@aig.com>; Kok-Chong Lim <kok-chong.lim@aig.com>; SUR <sur@lkkauto.com>

Subject: Re: LUMP SUM REPAIR, Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Bryan,

Good Day. Please kindly to help me on this matter. Thank you.

Regards,

Kwan S. H.

Director

Bike Production Pte Ltd

On Friday, January 1, 2021, 04:56:48 PM GMT+8, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Bryan,

Good Day. The vehicle is able to repair but it is unfortunate that many items were damaged. It is very rare scenario that we have to look at the market value so carefully as most of the time the repair cost is far within the repair limit. Thank you very much for your understanding and assistance on this matter.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, December 31, 2020, 01:14:59 PM GMT+8, Bryan Ang (LKKAUTO) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

Basing on your email, I note that you are unable to repair the insured bike at \$4,500/-. AIG office is closed for today. I can only revert on your request next week.

Happy New Year.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com | fax: 6741-4108

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

From: Sbk E <sbk5643e@yahoo.com>

Sent: Thursday, 31 December 2020 12:48 PM

To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: Naz (LKKAUTO) <Naz@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Thaddaeus-HC Ng <thaddaeus-hc.ng@aig.com>; Kok-Chong Lim <kok-chong.lim@aig.com>; SUR <sur@lkkauto.com>

Subject: RE: LUMP SUM REPAIR, Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Bryan,

Good Day. I have spoken to the Insured and wanted the vehicle to be repaired with good quality. Please confirm with AIG is lump sum repair at \$5,650.00 before Excess and GST is possible. Thank you very much for your assistance.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, December 31, 2020, 12:10:42 PM GMT+8, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Bryan,

Thank you very much for your confirmation.

Regards,

Kwan S. H.

Director
Bike Production Pte Ltd

On Thursday, December 31, 2020, 11:54:41 AM GMT+8, Bryan Ang (LKKAUTO) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

Yes, refer to my email dated 29 December at 12:12pm.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com | fax: 6741-4108

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

From: Sbk E <sbk5643e@yahoo.com>

Sent: Wednesday, 30 December 2020 11:20 PM

To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: Naz (LKKAUTO) <Naz@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Thaddaeus-HC Ng <thaddaeus-hc.ng@aig.com>; Kok-Chong Lim <kok-chong.lim@aig.com>; SUR <sur@lkkauto.com>

Subject: Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Bryan,

Good Day. Please confirm that in your opinion that the market value of this vehicle FBN2485Z is \$8,300.00? Thank you.

Regards,

Kwan S. H.

Director

Bike Production Pte Ltd

On Wednesday, December 30, 2020, 10:10:36 PM GMT+8, Bryan Ang (LKKAUTO) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

Bike Production's involvement in this matter is in the capacity of a repairer. The question in my email is simply whether Bike Production, in the capacity of a repairer, is able to repair the insured bike at a sum not exceeding \$4.5k, derived basing on the MV of \$8.3K.

Bryan Ang

LKK Auto Consultants Pte Ltd

On 30 Dec 2020, at 09:35, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Bryan,

Good Day. Please kindly confirm the fair market value for this vehicle first before concluding on the repair matter. Thank you.

Regards,

Kwan S. H.

Director

Bike Production Pte Ltd

On Wednesday, December 30, 2020, 12:42:50 AM GMT+8, Bryan Ang (LKKAUTO) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

So can we conclude that you are unable to repair the insured bike at a sum not exceeding 4.5k?

Bryan Ang
LKK Auto Consultants Pte Ltd

On 29 Dec 2020, at 15:07, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Bryan,

Good day. I refer to your determination of the market value. There are some considerations to make the market value fair and accurate. In the initial stage, if there is no protest on my side, you would have taken the \$7,800.00 as the market value which is the lowest in the market. Subsequently, you considered on the those vehicles that are favorable to bring now the market value, like the 2 units of \$8,800.00 and not even the \$9,200.00 unit. Thus, it is possible to bring down the market value based on your choices and limited sample sizes.

Please refer to the attached files. I have increased the sample size and consider all vehicles monthly depreciation. I derive an average depreciation per month and work out the remaining value of our Insured vehicle and it comes out to about \$9,400.00. This is consider fairer as there is a total of 14 samples of the same make and model and the market value is based on the average of all 14 samples.

Aside to Kok Chong, please kindly advise. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Tuesday, December 29, 2020, 02:24:14 PM GMT+8, Bryan Ang (LKKAUTO) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

Refer to your attachment in your email dated 27 Dec.

There is no 4 advertisements. 3 advertisements were used for reference on the MV. These are for the bikes registered on July 2018 (78K), Nov 2018 (88K) and December 2018 (88K).

Best Regards,

Bryan Ang
LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com | fax: 6741-4108

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

From: Sbk E <sbk5643e@yahoo.com>
Sent: Tuesday, 29 December 2020 2:00 PM
To: Naz (LKKAUTO) <Naz@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Thaddaeus-HC Ng <thaddaeus-hc.ng@aig.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Bryan,

Please kindly provide the 4 advertisements as requested. Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Tuesday, December 29, 2020, 01:55:34 PM GMT+8, Bryan Ang (LKKAUTO) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

I believe the 4th bike that you are referring to is the bike that is being advertised at 9.2K. This bike is registered on July 2018 and its advertised price is considered to be above the reasonable price range for this model bike due to: -

1. There is a same month bike that is advertised at 7.8K.
2. Bikes registered later is also advertised at a lower price than 9.2K.
3. Advertise prices for bikes registered in 2019 are also in the region of 9.5K to 10.8K price range, with the 9.5K bike registered on May 2019.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com | fax: 6741-4108

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

From: Sbk E <sbk5643e@yahoo.com>
Sent: Tuesday, 29 December 2020 12:29 PM
To: Naz (LKKAUTO) <Naz@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Thaddaeus-HC Ng <thaddaeus-hc.ng@aig.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Bryant,

Good Day. Please let me have the 3 advertisements that you quoted. I was told there were a total of 4 advertisements. Please let me know why is the 4th advertisement removed? Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Tuesday, December 29, 2020, 12:12:56 PM GMT+8,
Bryan Ang (LKKAuto) <bryanang@lkkauto.com> wrote:

Dear Mr Kwan

Refer to your email below with attachment.

There are 3 bikes advertised that are around the same month and year as the insured bike. Taking the average of the advertised prices for these 3 bikes, the MV of the insured bike is about 8.3K. Factoring in the LTA rebate, the economical repair limit of the insured bike has been revised to 4.5K.

We have mandate to authorize the repair not exceeding the ERV of 4.5K.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com | fax:
6741-4108

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

From: Sbk E <sbk5643e@yahoo.com>
Sent: Sunday, 27 December 2020 10:19 PM
To: Naz (LKKAuto) <Naz@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Thaddaeus-HC Ng <thaddaeus-hc.ng@aig.com>

Cc: SUR <sur@lkkauto.com>

Subject: Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Thadd,

Good Day. Please refer to the attached file and kindly review for a fair market value for our Insured's vehicle. Thank you very much for your attention and waiting for your reply.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, December 24, 2020, 02:36:09 PM
GMT+8, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Bryan,

There is relevance to this matter. This is because I have spoken to Shiau Chan and she insisted that LKK would not have make such agreement. She could have been honest to me in the first place and not until email questioning. However, I will not probe further since this is your internal integrity issue.

However, please explain your derivation of the market value for this vehicle. We are looking at the methodology used and sample size. It cannot be the case of pure concurrence without any justification and or support. Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, December 24, 2020, 02:10:03 PM
GMT+8, Bryan Ang (LKKAuto)
<bryanang@lkkauto.com> wrote:

Dear Mr Kwan

I refer to your email below.

I do not think that your email below has any relevance in this OD claim.

Our office has reviewed the MV and concur with AIG on the ERV.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email:bryanang@lkkauto.com |

fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25

| S(408933)

From: Sbk E <sbk5643e@yahoo.com>

Sent: Thursday, 24 December 2020 2:04 PM

To: Naz (LKKAuto) <Naz@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: Re: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Shiau Chan,

Good Day. However, over the phone, you insisted that you have not make such agreement to AIG for question number 2. Why did you lie? Please kindly explain. Thanks.

Regards,

Kwan S. H.

Director

Bike Production Pte Ltd

On Thursday, December 24, 2020, 01:47:28 PM

GMT+8, Shiau Chan (LKKAuto)

<siewsc@lkkauto.com> wrote:

Dear Mr Kwan,

1. Please confirm if AIG instructed the maximum repair limit as \$4,100.00?

Yes.

2. Please confirm if LKK has informed AIG that LKK has agreed the repair limit as \$4,100.00?

Yes, upon office review of MV.

***"Best Wishes for Merry Christmas & Happy New Year
2021"***

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email:siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Sbk E <sbk5643e@yahoo.com>
Sent: Thursday, 24 December 2020 1:00 PM
To: Naz (LKKAuto) <Naz@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: MAXIMUM REPAIR LIMIT FOR FBN2485Z

Dear Shiau Chan,

Good Day. I refer to our conversation just now. I will like to confirm the following:

1. Please confirm if AIG instructed the maximum repair limit as \$4,100.00?
2. Please confirm if LKK has informed AIG that LKK has agreed the repair limit as \$4,100.00?

Thank you very much for your attention and waiting for your reply.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

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