

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 4 October 2024 2:19 PM  
**To:** MTPRI; assignments; SUR  
**Cc:** Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus); Tan Wei Teck (StridesASvcs/Ins & Claims/Bus); Esther Lim; Rachel Wu; jaimetay@msfirstcapital.com.sg  
**Subject:** PRELIMINARY ADVICE FOR APPROVAL: RE: PRI for SMJ7447S - Our Insured: SBS3094L on 27.9.2024 (OUR REF: D24008541MFBP/SMRT/TPD 1)  
**Attachments:** SMJ7447S IA.pdf

Dear Sir/Madam,

Enclosed herewith preliminary advice of SMJ 7447S.

For your approval and provide us the claim number.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Rajes (LKK Auto) <rajes@lkkauto.com>  
**Sent:** Wednesday, 2 October 2024 2:33 PM  
**To:** MTPRI <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; Esther Lim <EstherLim@msfirstcapital.com.sg>; Rachel Wu <RachelWu@msfirstcapital.com.sg>; jaimetay@msfirstcapital.com.sg  
**Subject:** RE: PRI for SMJ7447S - Our Insured: SBS3094L on 27.9.2024 (OUR REF: D24008541MFBP/SMRT/TPD 1)

Dear Hua Yen,

Thank you for the assignment.

Please be informed that **Ms. Shiau Chan** is the handler of this case who can be contacted at 6256 3561/  
[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Sent:** Wednesday, October 2, 2024 1:34 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <[SiauChin.Chan@stridespremier.com.sg](mailto:SiauChin.Chan@stridespremier.com.sg)>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <[WeiTeck.Tan@stridespremier.com.sg](mailto:WeiTeck.Tan@stridespremier.com.sg)>; Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>; Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>; [jaimetay@msfirstcapital.com.sg](mailto:jaimetay@msfirstcapital.com.sg)  
**Subject:** FW: PRI for SMJ7447S - Our Insured: SBS3094L on 27.9.2024 (OUR REF: D24008541MFBP/SMRT/TPD 1)

Ref: TBA

Dear Rajes,

Kindly survey on “ Without Prejudice” basis.

TP: SMJ7447S  
Insured: SBS3094L  
Workshop: BORNEO MOTORS

Thank you.

Regards,

Hua Yen  
Claim Department

Strides Premier Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2650 | Fax: 6368 7421 | Email: [HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)

**From:** Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>  
**Sent:** Wednesday, 2 October 2024 11:16 am  
**To:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Cc:** Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <[HuaYen.Ong@stridespremier.com.sg](mailto:HuaYen.Ong@stridespremier.com.sg)>; 'Linette Cheong' <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>; Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <[SiauChin.Chan@stridespremier.com.sg](mailto:SiauChin.Chan@stridespremier.com.sg)>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <[WeiTeck.Tan@stridespremier.com.sg](mailto:WeiTeck.Tan@stridespremier.com.sg)>; Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Subject:** PRI for SMJ7447S - Our Insured: SBS3094L on 27.9.2024 (OUR REF: D24008541MFBP/SMRT/TPD 1)

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Dear Hua Yen

For PRI.

Thanks & Regards

*Aini*  
Motor Claims Department

**MS First Capital Insurance Ltd**  
16 Raffles Quay #42-01 Hong Leong Building|Singapore 048581  
D: 6359 1800| F: 6223 0541| Reg. No. 195000106C  
Website <http://www.msfirstcapital.com.sg>

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---

**From:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>

**Sent:** Wednesday, October 2, 2024 10:43 AM

**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** claimstatusequiry <[claimstatusequiry@borneomotors.com.sg](mailto:claimstatusequiry@borneomotors.com.sg)>

**Subject:** Direct Settlement (ST) - Accident Involving SMJ7447S & SBS3094K (SBS BUS - > SMRT) - DOA: 27/09/2024 ( vehicle GROUNDED )

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Hi,

// URGENT //

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Accident Video Footage, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SBS3094K** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$XXX per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle **IN** workshop).

As for liability clearance, kindly revert to this email. **Pls arrange PRS.**

Your kind attention into the above is greatly appreciated.

Rgds

Linette Cheong

\*As pe SBST team that SBS 3094K had been transferred to SMRT Buses.

---

**From:** SBST Claims Control <[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)>

**Sent:** Wednesday, October 2, 2024 10:02 AM

**To:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>; [admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg) <[admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg)>

**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>

**Subject:** Re: Request for Pre-Repair Inspection - (SMJ 7447S) (PC – SBS 3094K)

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Dear Sir/Mdm,

This is to inform all that this job has been cancelled. SBS 3094K had been transferred to SMRT Buses.

As SBS 3094K is no longer under SBS purview, we shall ignore this email.

**With immediate effect please email all claims related matters to**  
[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)

By submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim, or redirecting it to the appropriate parties for the purpose of its resolution. This may include disclosing and sharing your personal data with our service providers and/or other insurers, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws, or redirecting your claim to any other appropriate party for said purpose (collectively, "the Purpose"). We may need to disclose or share your personal data with parties sited outside Singapore for this Purpose. If you do not agree with the above, kindly let us know immediately.

Please scan QR code to read SBS Transit Ltd Data Protection Policy:



Thank you,

Saleha

Claims Department

Tel: 63837953 Fax: 63837626

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---

**From:** SBST Claims Control <[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)>  
**Sent:** Tuesday, October 1, 2024 4:55 PM  
**To:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>; [admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg) <[admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>  
**Subject:** Re: Request for Pre-Repair Inspection - (SMJ 7447S) (PC – SBS 3094K)

Without Prejudice

Dear Sir/Mdm,

Noted.

=====

Autoprobe, please proceed.

**With immediate effect please email all claims related matters to**  
**[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)**

By submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim, or redirecting it to the appropriate parties for the purpose of its resolution. This may include disclosing and sharing your personal data with our service providers and/or other insurers, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws, or redirecting your claim to any other appropriate party for said purpose (collectively, "the Purpose"). We may need to disclose or share your personal data with parties sited outside Singapore for this Purpose. If you do not agree with the above, kindly let us know immediately.

**Please scan QR code to read SBS Transit Ltd Data Protection Policy:**



Thank you,

Saleha

Claims Department

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---

**From:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>  
**Sent:** Tuesday, October 1, 2024 4:40 PM  
**To:** SBST Claims Control <[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)>; [admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg) <[admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>  
**Subject:** Re: Request for Pre-Repair Inspection - (SMJ 7447S) (PC – SBS 3094K)

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Hi Saleha,

We agreed.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

Rgds

Linette Cheong

---

**From:** SBST Claims Control <[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)>

**Sent:** Tuesday, October 1, 2024 4:37 PM

**To:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>; [admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg) <[admin@autoprobe.com.sg](mailto:admin@autoprobe.com.sg)>

**Cc:** claimstatusequiry <[claimstatusequiry@borneomotors.com.sg](mailto:claimstatusequiry@borneomotors.com.sg)>

**Subject:** Request for Pre-Repair Inspection - (SMJ 7447S) (PC – SBS 3094K)

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Without Prejudice

Dear Sir/Mdm,

We are appointing Autoprobe for the PRS and the post-repair inspection once your client's vehicle has been repaired.

Please confirm that you are agreeable.

**With immediate effect please email all claims related matters to**  
**[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)**

By submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim, or redirecting it to the appropriate parties for the purpose of its resolution. This may include disclosing and sharing your personal data with our service providers and/or other insurers, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws, or redirecting your claim to any other appropriate party for said purpose (collectively, "the Purpose"). We may need to disclose or share your personal data with parties sited outside Singapore for this Purpose. If you do not agree with the above, kindly let us know immediately.



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Thank you,

Saleha

Claims Department

Tel: 63837953 Fax: 63837626

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---

**From:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>

**Sent:** Tuesday, October 1, 2024 3:29 PM

**To:** SBST Claims Control <[claimscontrol@sbstransit.com.sg](mailto:claimscontrol@sbstransit.com.sg)>

**Cc:** claimstatuseenquiry <[claimstatuseenquiry@borneomotors.com.sg](mailto:claimstatuseenquiry@borneomotors.com.sg)>

**Subject:** Direct Settlement (ST) - Accident Involving SMJ7447S & SBS3094K (SBS BUS) - DOA: 27/09/2024 ( vehicle GROUNDED )

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Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Accident Video Footage, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SBS3094K** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$XXX per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle **IN** workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Rgds

Linette Cheong

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