

## Shiau Chan (LKKAuto)

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**From:** Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>  
**Sent:** Friday, 15 November 2024 1:47 PM  
**To:** Shiau Chan (LKKAuto); MTPRI; assignments; SUR  
**Cc:** Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH); Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus); jaimetay@msfirstcapital.com.sg  
**Subject:** RE: Direct Settlement (MY) - Accident Involving SNB1705S & SMB1587C (SMRT BUS / MS FIRST CAPITAL-INSURED) DOA: 31/10/2024 / (VEHICLE GROUNDED) BUS/10/24/5057

Dear Shiau Chan,

Ref : BUS/10/24/5057

Regards

*Patrick Tan*

Insurance and Claims

Direct line +65 6556 3522 | [WeiTeck.Tan@Strides.com.sg](mailto:WeiTeck.Tan@Strides.com.sg)

60 Woodlands Industrial Park E4

Singapore 757705



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**From:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Sent:** Friday, 15 November 2024 11:58 am  
**To:** MTPRI <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <HuaYen.Ong@stridespremier.com.sg>; 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>; jaimetay@msfirstcapital.com.sg  
**Subject:** RE: Direct Settlement (MY) - Accident Involving SNB1705S & SMB1587C (SMRT BUS / MS FIRST CAPITAL-INSURED) DOA: 31/10/2024 / (VEHICLE GROUNDED)

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Dear Sir/Madam,

Kindly provide us the claim reference of above mentioned.

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](mailto:rajes@lkkauto.com)>  
**Sent:** Monday, 4 November 2024 2:23 PM  
**To:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <[HuaYen.Ong@stridespremier.com.sg](mailto:HuaYen.Ong@stridespremier.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)>; [jaimetay@msfirstcapital.com.sg](mailto:jaimetay@msfirstcapital.com.sg)  
**Subject:** RE: Direct Settlement (MY) - Accident Involving SNB1705S & SMB1587C (SMRT BUS / MS FIRST CAPITAL-INSURED) DOA: 31/10/2024 / (VEHICLE GROUNDED)

Dear Ana,

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:** Friday, November 1, 2024 5:24 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <[HuaYen.Ong@stridespremier.com.sg](mailto:HuaYen.Ong@stridespremier.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)>; [jaimetay@msfirstcapital.com.sg](mailto:jaimetay@msfirstcapital.com.sg)  
**Subject:** FW: Direct Settlement (MY) - Accident Involving SNB1705S & SMB1587C (SMRT BUS / MS FIRST CAPITAL-INSURED) DOA: 31/10/2024 / (VEHICLE GROUNDED)

Our Ref : SMB1587C

Dear Rajes,

Kindly survey on “ Without Prejudice” basis.

TP: SNB1705S

Insured: SMB1587C

Workshop: INCHCAPE

**Mei Yen @ 6631 1507**

Thanks & Best Regards,

Ana Magnaye

Claims Department

Strides Premier Automotive Services Pte Ltd

Address: | 60 Woodlands Industrial Park E4 Singapore 757705

DID: 6866 2678 | Fax: 6368 7421

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www.stridespremier.com.sg



Stridespremier

**From:** Vincent Chua <[Vincent.Chua@inchcape.com.sg](mailto:Vincent.Chua@inchcape.com.sg)>

**Sent:** Friday, 1 November 2024 2:49 pm

**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)>; Magnaye Ana Margie Marasigan (StridesASvcs/Ins & Claims/Tx,RAC&PH) <[Ana.Magnaye@stridespremier.com.sg](mailto:Ana.Magnaye@stridespremier.com.sg)>; claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>

**Subject:** Direct Settlement (MY) - Accident Involving SNB1705S & SMB1587C (SMRT BUS / MS FIRST CAPITAL-INSURED)

DOA: 31/10/2024 / (VEHICLE GROUNDED)

**CAUTION:** This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Hi,

Reference to the above-mentioned.

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

As our client is claiming against your insured **SMB1587C** 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 surveyor to contact our Motor Claim Assessor, **Mei Yen @ 6631 1507** is located at **2 Pandan Crescent / Level 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.

**\*We would like to appoint "LKK Auto" as the SJE for this Pre-Repair Survey\***

**\*Kindly arrange for survey soonest\***





Thank you & Regards,

Vincent Chua

TPR Team, Claims Dept

DID: (+65) 6631 1861

Borneo Motors Pte Ltd | Inchcape Centre, 2 Pandan Crescent Level 4 | Singapore 128462

[www.inchcape.com](http://www.inchcape.com)



**From:** Ng Mei Yen <[meiyen.ng@inchcape.com.sg](mailto:meiyen.ng@inchcape.com.sg)>  
**Sent:** Friday, November 1, 2024 1:33 PM  
**To:** Vincent Chua <[Vincent.Chua@inchcape.com.sg](mailto:Vincent.Chua@inchcape.com.sg)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>  
**Subject:** ARRANGE SURVEY - LIABILITY CHECK - SNB1705S & SMB1587C - DOA 31/10/2024 - TP - MS FC

Hi

Kindly arrange survey for this vehicle ( Vehicle GROUNDED ).

Dax NO injured  
VIDEO ( GOOGLE )

Thank you

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