

## Shiau Chan (LKKAUTO)

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**From:** Muhammad Syabil MOHD ISMAIL (SCDF)  
<Muhammad\_Syabil\_MOHD\_ISMAIL@scdf.gov.sg>  
**Sent:** Tuesday, 30 July 2024 4:19 PM  
**To:** Shiau Chan (LKKAUTO)  
**Cc:** Rajes (LKK Auto); assignments; SUR; Olivia Lau (LKKAUTO); admin-d; Gim Chye TAY (SCDF)  
**Subject:** RE: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Shiau Chan,

Our case reference no. for the above matter is **2024 - 85**.

Regards,



**Syabil Ismail**  
Accident Claims Officer  
Logistics Department  
DID: (65) 6848 1807 | HP: (65) 9630 4209

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**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Sent:** Tuesday, July 30, 2024 3:29 PM  
**To:** Muhammad Syabil MOHD ISMAIL (SCDF) <Muhammad\_Syabil\_MOHD\_ISMAIL@scdf.gov.sg>  
**Cc:** Rajes (LKK Auto) <rajes@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; admin-d <admin-d@lkkauto.com>; Gim Chye TAY (SCDF) <TAY\_Gim\_Chye@scdf.gov.sg>  
**Subject:** RE: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Syabil,

Kindly provide us your case number/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:** Muhammad Syabil MOHD ISMAIL (SCDF) <[Muhammad\\_Syabil\\_MOHD\\_ISMAIL@scdf.gov.sg](mailto:Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg)>

**Sent:** Monday, July 22, 2024 9:06 AM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>

**Subject:** FW: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Shiau Chan,

Kindly refer to the attached and provide us with the surveyor report.

Thank you.

Regards,

**Syabil Ismail**

*Accident Claims Officer*

*Logistics Department*

**Singapore Civil Defence Force**

91 Ubi Avenue 4, Singapore 408827

HP : +65 9630 4209



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**From:** Focus Auto Pte Ltd <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>

**Sent:** Friday, July 19, 2024 11:02 AM

**To:** Muhammad Syabil MOHD ISMAIL (SCDF) <[Muhammad\\_Syabil\\_MOHD\\_ISMAIL@scdf.gov.sg](mailto:Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg)>; [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)

**Cc:** [focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg); Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>

**Subject:** RE: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Syabil,

Attached are the documents needed to process the claim. Can we check the liability for this case?

Thank you and have a great day ahead.

HARIZ

Best Regards,  
Focus Auto Pte Ltd

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**From:** "Muhammad Syabil MOHD ISMAIL (SCDF)" <[Muhammad\\_Syabil\\_MOHD\\_ISMAIL@scdf.gov.sg](mailto:Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg)>  
**Sent:** 7/18/24 10:41 AM  
**To:** "[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)" <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>, "[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>, "[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)" <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** "[focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg)" <[focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg)>, "Gim Chye TAY (SCDF)" <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>  
**Subject:** RE: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Hariz,

Thank you for your confirmation.

Dear [@olivialau@lkkauto.com](mailto:@olivialau@lkkauto.com) and Yan,

Please refer to email below and liaise with the workshop to conduct survey, thank you.

[@claims@focusauto.com.sg](mailto:@claims@focusauto.com.sg) Hariz, Meantime, please provide LKK Auto Consultants Pte Ltd, the GIA report and Traffic Police report.

Regards,

***Syabil Ismail***

*Accident Claims Officer*

*Logistics Department*

**Singapore Civil Defence Force**

91 Ubi Avenue 4, Singapore 408827

HP : +65 9630 4209



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**From:** Focus Auto Pte Ltd <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>  
**Sent:** Thursday, July 18, 2024 9:47 AM  
**To:** Muhammad Syabil MOHD ISMAIL (SCDF) <[Muhammad\\_Syabil\\_MOHD\\_ISMAIL@scdf.gov.sg](mailto:Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg)>  
**Cc:** [focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg); Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>; SCDF CSC (SCDF) <[SCDF\\_CSC@scdf.gov.sg](mailto:SCDF_CSC@scdf.gov.sg)>  
**Subject:** RE: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Syabil,

Yes, he is agreeable. Can I check whether the surveyor will be able to come down tomorrow morning around 10am for the pre-repair survey? As our client is free from 10am to before 12 noon.

Information on the vehicle can be inspected at : -

Name of Workshop : 1 Kaki Bukit Avenue 6  
#02-50  
Autobay @ Kaki Bukit  
Singapore 417883

Telephone no. : 6886 9097

Thank you and have a great day ahead.

Best Regards,

**From:** "Muhammad Syabil MOHD ISMAIL (SCDF)" <[Muhammad\\_Syabil\\_MOHD\\_ISMAIL@scdf.gov.sg](mailto:Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg)>  
**Sent:** 7/18/24 9:32 AM  
**To:** "[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)" <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>  
**Cc:** "[focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg)" <[focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg)>, "Gim Chye TAY (SCDF)" <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>, "SCDF CSC (SCDF)" <[SCDF\\_CSC@scdf.gov.sg](mailto:SCDF_CSC@scdf.gov.sg)>  
**Subject:** RE: ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

**WITHOUT PREJUDICE**

Dear Hariz,

We refer to your email below dated 17 July 2024.

We will conduct a Pre-repair Inspection and will be appointing LKK Auto Consultants Pte Ltd to conduct the survey, please advise whether your client is agreeable to it.

Thank you.

Regards,

***Syabil Ismail***

*Accident Claims Officer*

*Logistics Department*

**Singapore Civil Defence Force**

91 Ubi Avenue 4, Singapore 408827

HP : +65 9630 4209



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**From:** Focus Auto Pte Ltd <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>  
**Sent:** Wednesday, July 17, 2024 3:34 PM  
**To:** SCDF CSC (SCDF) <[SCDF\\_CSC@scdf.gov.sg](mailto:SCDF_CSC@scdf.gov.sg)>  
**Cc:** [focus.autopteltd@yahoo.com.sg](mailto:focus.autopteltd@yahoo.com.sg)  
**Subject:** ACCIDENT CLAIM BETWEEN SDU276M AND XD5972G

Dear Sir/Madam,

I am Hariz from Focus Auto and I am acting on behalf of my clients accident vehicle (SDU276M). As shown in the above attachemt, we need to submit an appraiser report with regard to the damages incurred but we are unsure who will be surveying the vehicle, hence we would like to ask for your kind help on how we can proceed with this case.

We look forward to your propmpt reply.

Thank you and have nice day ahead.

Best Regards,

Focus Auto Pte Ltd