

Veron Chen (LKKAUTO)

From: Rasul (LKKAUTO)
Sent: Friday, 26 July 2024 4:47 PM
To: May, KY Chai
Cc: Jamilah, Binte MohdKassim; Amin Nur Ariff, Bin Azhar Amanullah; Veron Chen (LKKAUTO)
Subject: Re: FINALIZATION : [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035/KC - Finalize

Hi May,

We will be advising our principal a cost of repair L/S \$900.00 /- with 02 days of repair before GST, subject to their approval.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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

Save the Earth. Print only when necessary.

From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Sent: Friday, 26 July 2024 4:41 pm

To: Rasul (LKKAUTO) <Rasul@lkkauto.com>

Cc: Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Subject: FINALIZATION : [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035/KC - Finalize

Dear Rasul,

Confirmed **Lump Sum \$900.00** with **2 working days** of repair.

Thank you & regards,

May Chai

Senior Motor Claims Officer

Auto Servicing Section

Total Vehicle Solutions Department

 **mitsubishi HC CAPITAL ASIA PACIFIC**

Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6274 f: 6896 6591 m: 9643 5107

e: mayky.chai@mitsubishi-hc-capital.com.sg
w: www.mitsubishi-hc-capital.com.sg

Notice of New Company Name and Email Address Domain Change with effect from 1st July 2021.

Hitachi Capital Asia Pacific Pte. Ltd. is renamed to Mitsubishi HC Capital Asia Pacific Pte. Ltd.

and our email address domain is changed to @mitsubishi-hc-capital.com.sg

*** note: except for juntaiyo@hcspl.com.sg > automotiveworkshop@mitsubishi-hc-capital.com.sg**

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From: Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>

Sent: Friday, July 26, 2024 4:16 PM

To: Rasul (LKKAuto) <rasul@lkkauto.com>

Cc: Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Subject: RE: [!]RE: [!]RE: [!]RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035/KC - Finalize

Hi Rasul,

Finalization breakdown:

Parts	\$ 614.20 – 25% = \$ 460.65
S/N	\$ 410.00
Labour	\$ 440.00
	\$ 1,310.65 - 20% = \$1,048.52

Kindly finalize COR with us at Lump Sum **\$ 1,050.00** with **2 working days** of repair.

Thank you & regards,

Amin Nur Ariff Bin Azhar Amanullah

Motor Claims Officer

Auto Servicing Section

Total Vehicle Solutions Department

 **MITSUBISHI HC CAPITAL ASIA PACIFIC**

Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6274 f: 6896 6591

e: amin.amanullah@mitsubishi-hc-capital.com.sg

w: www.mitsubishi-hc-capital.com.sg

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From: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>

Sent: Tuesday, July 23, 2024 11:19 AM

To: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; MTPRI <MTPRI@smrt.com.sg>

Cc: Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>

Subject: [!]RE: [!]RE: [!]RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035/KC

WITHOUT PREJUDICE

Dear May,

Thank you and please be informed that we are prepared to do direct settlement based on our surveyor's recommendation.

Best Regards,

Karen Chan

Claims Department

Tel: 6556 3523

From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Sent: Tuesday, July 23, 2024 10:10 AM

To: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <HuaYen.Ong@stridespremier.com.sg>; MTPRI <MTPRI@smrt.com.sg>

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Subject: RE: [!]RE: [!]RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

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Dear Patrick,

Attached Estimate Report for your reference.

Kindly let us have the liability status.

Thank you & regards,
May Chai

Senior Motor Claims Officer
Auto Servicing Section
Total Vehicle Solutions Department

MITSUBISHI HC CAPITAL ASIA PACIFIC

Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6274 f: 6896 6591 m: 9643 5107

e: mayky.chai@mitsubishi-hc-capital.com.sg

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From: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>

Sent: Monday, July 22, 2024 3:50 PM

To: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>; Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <HuaYen.Ong@stridespremier.com.sg>; MTPRI <MTPRI@smrt.com.sg>

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>

Subject: [!]RE: [!]RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

WITHOUT PREJUDICE

Dear May,

Kindly let us have your repair estimate, thanks.

Regards

Patrick Tan

Insurance and Claims

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg

60 Woodlands Industrial Park E4

Singapore 757705



From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Sent: Monday, 22 July 2024 11:21 am

To: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <HuaYen.Ong@stridespremier.com.sg>; MTPRI <MTPRI@smrt.com.sg>

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Subject: RE: [!]RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

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Dear Patrick,

Kindly let us have the liability status.

Thank you & regards,

May Chai

Senior Motor Claims Officer

Auto Servicing Section

Total Vehicle Solutions Department

 **mitsubishi HC CAPITAL ASIA PACIFIC**

Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6274 f: 6896 6591 m: 9643 5107

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From: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>
Sent: Friday, July 19, 2024 4:31 PM
To: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>; Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <HuaYen.Ong@stridespremier.com.sg>; MTPRI <MTPRI@smrt.com.sg>
Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>
Subject: [!]RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

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Dear Hua Yen,

Kindly liaise with workshop for survey, thanks.

Regards

Patrick Tan

Insurance and Claims
Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg
60 Woodlands Industrial Park E4
Singapore 757705



From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Sent: Friday, 19 July 2024 4:19 pm
To: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>
Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Amin Nur Ariff, Bin Azhar Amanullah <amin.amanullah@mitsubishi-hc-capital.com.sg>
Subject: RE: [!]RE: Accident Involving SGN7990P & SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

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Dear Patrick,

Kindly let us have if you wish to arrange Survey Before Repair.

Thank you & regards,
May Chai

Senior Motor Claims Officer
Auto Servicing Section



Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6274 f: 6896 6591 m: 9643 5107

e: mayky.chai@mitsubishi-hc-capital.com.sg

w: www.mitsubishi-hc-capital.com.sg

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From: jileen.tan@gmail.com <jileen.tan@gmail.com>

Sent: Friday, July 19, 2024 3:20 PM

To: 'Tan Wei Teck (StridesASvcs/Ins & Claims/Bus)' <WeiTeck.Tan@stridespremier.com.sg>

Cc: 'Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus)' <SiauChin.Chan@stridespremier.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Subject: [!]RE: Accident Involving SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

Hi Patrick

I am copying May in this email. She is the contact person of the insurer of my car and the report was lodged with the workshop.

God Bless

Jileen

Mobile: +65-9383 6868

From: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>

Sent: Friday, July 19, 2024 2:40 PM

To: jileen.tan@gmail.com

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>

Subject: RE: Accident Involving SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

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Dear Jileen,

Thank you for the info.

You may wish to ask your workshop to liaise with us on the claim matter, thanks.

Regards

Patrick Tan

Insurance and Claims

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg

60 Woodlands Industrial Park E4

Singapore 757705



From: jileen.tan@gmail.com <jileen.tan@gmail.com>

Sent: Friday, 19 July 2024 12:21 pm

To: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>

Subject: RE: Accident Involving SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

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Hi Patrick

Thanks for your call.

Attached is the Singapore Accident Statement that I have lodged as instructed by my insurance company on 8 July 2024 as 7 July was a Sunday and the accident happened on 6 July night.

Attached are also 4 photos showing the site where my rear bumper was hit.

Photo 1 was taken immediately after I parked my car in the Hillion Mall car park.

Photo 2 was just a screen shot of when Photo 1 was taken.

Photos 3 & 4 were taken when I made my report. I did not notice the cracks on the bumper as it was dim in the car park. But I made my report in the day and was inspecting the car, then I noticed the crack.

I do not have any video footage and did not make any NP168 report.

I am open to a private settlement if desired and appropriate. Please let me know.

God Bless

Jileen

Mobile: +65-9383 6868

From: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>

Sent: Friday, July 19, 2024 9:48 AM

To: jileen.tan@gmail.com

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>

Subject: Accident Involving SMB1459P on 06 July 2024 Our Ref : BUS/07/24/5035)/KC

WITHOUT PREJUDICE

Dear Jileen Tan

We refer to the above captioned and a telephone conversation between yourself and our Patrick Tan moment ago.

We regret that your vehicle was damaged in the unfortunate accident and we understand that you wish to claim against SMRT Buses Ltd for the losses arising from the said accident.

In order for us and / or our insurer to evaluate the claim, please submit a copy of the following documents to us.

- 1) Traffic Accident Report (NP 168)(If any)
- 2) Singapore Accident Statement
- 3) Accident Scene & Damaged Photos
- 4) Video Footage

Please send the above documents to :

Strides Premier Automotive Services Pte Ltd- Claims Department
60 Woodlands Industrial Park E4
Singapore 757705

Attention: Mr Patrick Tan (Our ref: - BUS/07/24/5035/KC)

If you have any queries or clarification, please do not hesitate to contact Mr Patrick Tan at 6556 3522 or Ms Karen Chan at 6556 3523.

Regards

Patrick Tan

Insurance and Claims

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg

60 Woodlands Industrial Park E4

Singapore 757705



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