

Shu Pei (LKKAuto)

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Thursday, 5 April 2018 3:15 PM
To: Shu Pei (LKKAuto); Bevan Lim (LKK Auto)
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Hi Shu Pei,

Please email me the soft copy survey report with colour bus photos and survey bill.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]
Sent: Thursday, 5 April, 2018 2:56 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Bevan Lim (LKK Auto)
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

We refer to our tele-conversation. We will process to submit our independent report to your good office.

Kindly lets us have your acknowledgment.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [mailto:audrey@smrt.com.sg]
Sent: Wednesday, 4 April 2018 4:42 PM

To: DHIWAR Namrata <namrata.dhiwar@axa.com.sg>; LOH Cynthia <cynthia.loh@axa.com.sg>; Shu Pei (LKKAuto) <shupei@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Goh Kok Khoo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Sunny Tan Ah Leong (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <TanAhLeong@smrt.com.sg>; Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <SimKimBock@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <tanchweehock@smrt.com.sg>; Chong Fei Yuan (Auto Svcs/Ext Biz Svcs/Claims & IA) <FeiYuan@smrt.com.sg>
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018
Importance: High

BUS/02/18/7035/AW

Dear Shu Pei (LKK),

Please arrange your surveyor to survey SMRT Bus SG5129T soon. Thank you.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140



From: DHIWAR Namrata [<mailto:namrata.dhiwar@axa.com.sg>]
Sent: Wednesday, 4 April, 2018 4:22 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: LOH Cynthia
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Without Prejudice

Dear Sir

We regret that we are unable to arrange a survey for your client's vehicle as we need more time to confirm the vehicle no. PA8843L. In order not to delay any further, you may proceed to arrange your own surveyor as deemed fit.

Regards
Namrata Dhiwar

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Wednesday, April 04, 2018 3:47 PM
To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Goh Kok Khoo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Sunny Tan Ah Leong (Auto Svcs/Ext Biz Svcs/AR &

SC/ARC/AR) <TanAhLeong@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <tanchweehock@smrt.com.sg>; Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <SimKimBock@smrt.com.sg>
Cc: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

BUS/02/18/7035/AW

Dear Catherine & Goh/Sunny/Sim,

Kindly arrange with AXA to appoint their surveyor to survey SMRT BUS SG5129T.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg

SMRT Buses Ltd

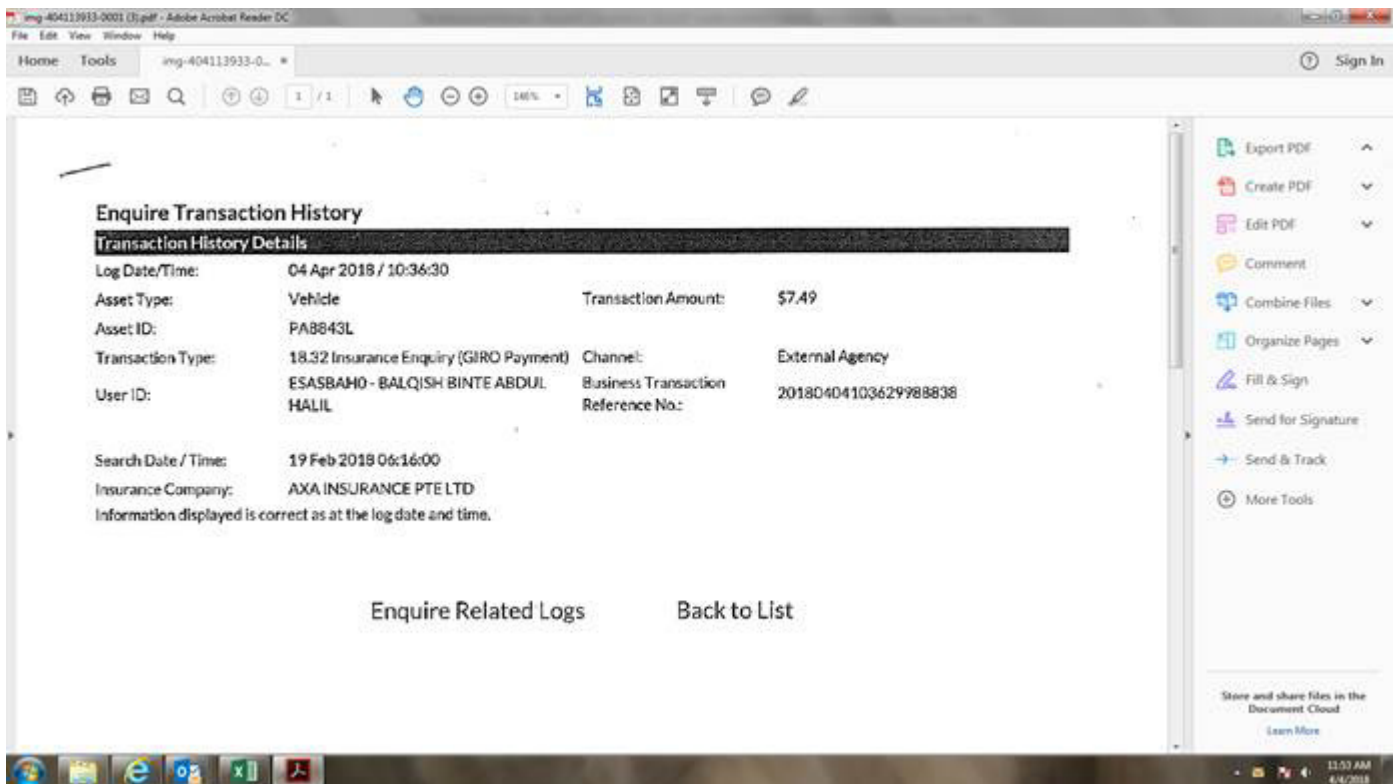
6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Wednesday, 4 April 2018 11:55 AM
To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Shu Pei,

Above attached refer. 3rd party is AXA.



Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Wednesday, 4 April, 2018 10:30 AM
To: Balqish Binte Abdul Halil (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Cc: Shu Pei (LKKAuto)
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Balqish,

LKK Shu Pei deemed the below LTA search result unacceptable due to search date still being 2016. Kindly furnish a 2018 search date copy.

Enquire Transaction History

Transaction History Details

Log Date/Time: 21 Feb 2018 / 16:26:07

Asset Type: Vehicle

Transaction Amount:

Asset ID: PA8843L

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel:

User ID: ESASBAHO - BALQISH BINTE ABDUL
HALIL

Business Transaction
Reference No.:

Search Date / Time: 19 Feb 2016 06:16:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140



From: Shu Pei (LKKAUTO) [<mailto:shupe@lkkauto.com>]

Sent: Wednesday, 4 April, 2018 10:02 AM

To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

Any updates?

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Monday, 2 April 2018 11:35 AM

To: 'Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)' <audrey@smrt.com.sg>

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

As spoken, Kindly re-sent LTA SEARCH date under 2018 instead of 2016.

Thank you

Enquire Transaction History

Transaction History Details

Log Date/Time: 21 Feb 2018 / 16:26:07

Asset Type: Vehicle

Transaction Amount:

Asset ID: PA8843L

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel:

User ID: ESASBAHO - BALQISH BINTE ABDUL
HALIL

Business Transaction
Reference No.:

Search Date / Time: 19 Feb 2016 06:16:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

Sent: Thursday, 29 March 2018 5:27 PM

To: Shu Pei (LKKAuto) <shupeilkkauto.com>

Cc: contactform.sg@aig.com

Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Importance: High

BUS/02/18/7035/AW

Dear Shu Pei (LKK) ,

Above attached refer. LTA search result showed AIG as the insurer for PA8843L. Accident scene photos also showed PA8843L encroaching into our bus's lane.



Audrey Woo
 Claims Department
 DID : 6866 2651
 FAX : 6368 7421
 Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140



From: Tan Wei Teck (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Sent: Thursday, 29 March, 2018 4:54 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Shu Pei (LKKAuto)
Subject: RE: REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Our Ref : BUS/02/18/7035/AW

Dear Audrey,

FYNA please.

Regards,

Patrick Tan
Claims and Insurance Agency
Direct line +65 6866 2654 | Direct fax +65 6368 7421 | tanweiteck@smrt.com.sg
60 Woodlands Industrial Park E4
Singapore 757705



From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]
Sent: 28/03/2018 19:16
To: Tan Wei Teck (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Subject: REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Wei Teck,

Please take note our principal had mentioned that insured PA 8843L is no longer with AIG.

Kindly verify and provide to us a copy of LTA search.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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