

Vic (LKKAuto)

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Friday, 2 August, 2019 3:26 PM
To: Vic (LKKAuto); Admin A; 'claimsdept@sg.cntaiping.com'
Subject: China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109 LKK REF CC3/CTI18006753/R1hb3
Attachments: DV.pdf; ATA.pdf

SMRT : BUS/04/18/5012/AW
LKK : CC3/CTI18006753/R1ub3
China Taiping : GX9001D
Without Prejudice. Save as to Costs.

Dear Vic,

The loss of use of a 12m bus is \$275 per day and \$350 per day for Double decker or 18m Bendy buses. Your offer of \$3300 would render loss of use per day as \$246.50, which is even lower than that of a 12m bus.

As SMB3519L is a double decker, we regret that we are unable to accept your offer of \$3300. However for the sole purpose of speedy settlement, we would be willing to close off this case at \$3457.

Please confirm settlement at \$3457 with revised DV.

Original LOD Amount

Cost of Repair	\$ 2800
Loss of Use (2 Days x \$350 Double Decker Bus)	\$700
LTA search fee	\$7
Total	\$ 3507

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Friday, 2 August, 2019 3:11 PM
To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A; Vic (LKKAuto); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: RE: URGENT REMINDER ! China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109 LKK REF CC3/CTI18006753/R1hb3

WITHOUT PREJUDICE

Dear Audrey,

We refer to your below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we propose a global sum of **\$3,300.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA and **forward back the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **SMRT BUSES LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Vic (LKKAuto)

Sent: Friday, 29 March, 2019 3:02 PM

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

Cc: Hsiao Tong (LKKAuto); Admin A; Vic (LKKAuto); CS A Team; Claims Dept of CTI

Subject: RE: URGENT REMINDER ! China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109 LKK REF CC3/CTI18006753/R1hb3

Without Prejudice

Dear Audrey,

We refer to your below email.

Please be informed that I am taking over this matter.

We are looking into the matter and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) [mailto:audrey@smrt.com.sg]
Sent: Friday, 29 March, 2019 2:44 PM
To: Admin A; cs-a@lkkauto.com.; 'claimsdept@sg.cntaiping.com'
Cc: Vivian Lau (LKKAuto); Hsiao Tong (LKKAuto)
Subject: URGENT REMINDER ! China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109
Importance: High

SMRT : BUS/04/18/5012/AW
LKK : CC3/CTI18006753/R1ub3
China Taiping : GX9001D

Dear Sir/Mdm,

LOD had been issued since 7 May 2018. Can someone from LKK or China Taiping please respond and action on this long pending case ASAP ? Thank you.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Friday, 12 October, 2018 9:15 AM
To: Admin A (admin-a@lkkauto.com); 'cs-a@lkkauto.com.'
Cc: 'vivianlau@lkkauto.com'; Hsiao Tong (chewht@lkkauto.com)
Subject: Immediate Action ! China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109
Importance: High

SMRT : BUS/04/18/5012/AW
LKK : CC3/CTI18006753/R1ub3
China Taiping : GX9001D

Dear LKK Officer,

LOD had been issued since 7 May 2018.

We have not heard from Thin Thin since 7 May 2018 and she is currently on leave.

Can someone from LKK please respond and update on this case please ! Thanks !

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



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

Sent: Friday, 12 October, 2018 9:09 AM

To: 'thinthin@lkkauto.com'; Admin A (admin-a@lkkauto.com); 'claimsdept@sg.cntaiping.com'

Cc: 'vivianlau@lkkauto.com'; Hsiao Tong (chewht@lkkauto.com)

Subject: URGENT Reminder ! China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109

Importance: High

SMRT : BUS/04/18/5012/AW

LKK : CC3/CTI18006753/R1ub3

China Taiping : GX9001D

Dear Thin Thin (LKK),

LOD had been issued since 7 May 2018.

We have not heard from LKK or China Taiping for the past 5 months at all.

Please let us have China Taiping's offer to settle/DV soon. Thanks !

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Monday, 7 May, 2018 8:24 PM

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

Cc: Admin A; Thin Thin (LKKAuto)

Subject: FW: LOD to China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109

Importance: High

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
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To check availability of the case handler, you may contact the undersigned.

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: Monday, 7 May 2018 11:23 AM

To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: LOD to China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109

Importance: High

SMRT : BUS/04/18/5012/AW

China Taiping : GX9001D

Dear Motor Claims Officer,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB3519L. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 2800
Loss of Use (2 Days x \$350 Double Decker Bus)	\$700
LTA search fee	\$7
Total	\$ 3507

We enclose the following documents,

- Repair Invoice
- GIA report
- LTA Search
- Accident Scene Photos
- Survey Report and Damaged Bus Photos, to be furnished by LKK (China Taiping's own appointed surveyor).

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

Audrey Woo | DID : 6556 3521 | FAX : 6368 7421 | Email : audrey@smrt.com.sg | Claims Department | SMRT BUSES LTD | 6 Ang Mo Kio Street 62 Singapore 569140



