

## Vic (LKKAuto)

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**From:** Vic (LKKAuto)  
**Sent:** Monday, 17 December, 2018 5:30 PM  
**To:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)  
**Cc:** Admin A; Vic (LKKAuto); Poh Kin (LKKAuto)  
**Subject:** RE: LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017 LKK RER CC3/AIG18007186/Shb3  
**Attachments:** STATEMENT.pdf

Without Prejudice

Dear Eileen,

We refer to your below email.

Please be informed that we are looking into the matter.

We will get back to you for an update/offer in due course.

Meanwhile, please forward to us any evidence your client have to support his claim. We attached our Insured's statement as well for your perusal.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**From:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [mailto:[eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)]  
**Sent:** Friday, 16 November, 2018 5:34 PM  
**To:** Thin Thin (LKKAuto)  
**Cc:** Admin A; CS A Team; Shu Pei (LKKAuto)  
**Subject:** RE: LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017  
**Importance:** High

**WITHOUT PREJUDICE**

Dear Thin Thin,

We still have not hear from you.  
Please revert urgently.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency

DID: +65 6556 3549 | E: [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140



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**From:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Sent:** 19 July 2018 16:03

**To:** Thin Thin (LKK Auto) ([thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Shu Pei (LKKAuto) <[shupei@lkkauto.com](mailto:shupei@lkkauto.com)>

**Subject:** RE: LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017

**Importance:** High

**WITHOUT PREJUDICE**

Dear Thin Thin

Please revert asap.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency (Bus Team)

DID: +65 6556 3549 | E: [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140



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**From:** Shu Pei (LKKAuto) [<mailto:shupei@lkkauto.com>]

**Sent:** 25 June 2018 11:46

**To:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** FW: LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017

**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: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

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**From:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:eileenbay@smrt.com.sg>]

**Sent:** Monday, 25 June 2018 9:34 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** FW: LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017

**Importance:** High

**WITHOUT PREJUDICE**

Dear Claims,

Refer to our LOD submitted since 16/5/18.

We have not receive any acknowledgement to date.

Please revert, thanks.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency

DID: +65 6556 3549 | E: [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140



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

**Sent:** 16 May 2018 11:45

**To:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)>

**Subject:** LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017

**Importance:** High

Hi Eileen,

For your easy follow up.

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



**From:** Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)  
**Sent:** Wednesday, 16 May, 2018 11:31 AM  
**To:** 'Aigsgp\_claimssurvey@aig.com'; Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)); 'Mei Kwan (LKKAuto)'  
**Subject:** LOD to AIG - SMRT BUS/11/17/7007/AW - SMB1607D - SKX4434Z - DOA 5 Nov 2017  
**Importance:** High

SMRT : BUS/11/17/7007/AW  
AIG : SKX4434Z

Dear AIG Motor Claims Officer,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB1607D. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 1422
Loss of Use	\$550
LTA search fee	\$5
Total	\$ 1977

We enclose the following documents,

- Repair Invoice
- GIA report
- LTA Search
- **Survey Report and Damaged Bus Photos to be furnished by AIG's own appointed surveyor LKK.**

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](mailto:audrey@smrt.com.sg) | Claims Department | SMRT BUSES LTD | 6 Ang Mo Kio Street 62 Singapore 569140

