

## Vic (LKKAUTO)

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**From:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)  
<TanWeiTeck@smrt.com.sg>  
**Sent:** Tuesday, 14 April, 2020 2:07 PM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** RE: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT ) - LKK REF CC3/AIG19014224/Eha3

WITHOUT PREJUDICE

Dear Vic,

Kindly let us hear from you on the settlement of our claim, thanks.

Regards,

*Patrick Tan*

Claims and Insurance Agency  
Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140

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**From:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Sent:** Friday, March 27, 2020 11:57 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** RE: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT ) - LKK REF CC3/AIG19014224/Eha3

WITHOUT PREJUDICE

Dear Vic,

Addendum done, please refer to the attachment.  
Hope to hear from you soon. Thanks.

Regards,

Patrick Tan  
Claims and Insurance Agency  
Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Wednesday, March 25, 2020 5:29 PM  
**To:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Vic (LKKAuto)  
**Subject:** RE: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT ) - LKK REF CC3/AIG19014224/Eha3

Without Prejudice

Dear Patrick,

We refer to your below email and the contents were noted.

Kindly assist to amend the GIA report for the DOA.

Meanwhile, we are still pending for our principal's instruction on the matter.

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)



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**From:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:TanWeiTeck@smrt.com.sg>]  
**Sent:** Wednesday, 25 March, 2020 4:43 PM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** RE: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT ) - LKK REF CC3/AIG19014224/Eha3

Dear Vic,

Yes typo error, accident occurred at about 05:05 hrs.

Kindly let us have your offer soon, thanks.

Regards,

**Patrick Tan**

Claims and Insurance Agency

Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Monday, March 23, 2020 3:19 PM

**To:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT ) - LKK REF CC3/AIG19014224/Eha3

**Importance:** High

Without Prejudice

Dear Patrick,

We refer further to our below email.

Our Insured Driver reported that accident happened around 5am in the morning.

However, your driver reported that accident happened around 1705hrs (5:05PM).

Kindly check and confirm.

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

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**From:** Vic (LKKAuto)

**Sent:** Friday, 20 March, 2020 12:12 PM

**To:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT ) - LKK REF CC3/AIG19014224/Eha3

Without Prejudice

Dear Sir,

We refer further to the below email.

We would like to request for any evidence (video footage) available for our further action.

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

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**From:** Suwanna (LKK Auto)

**Sent:** Friday, 27 September, 2019 9:19 AM

**To:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)

**Cc:** Admin A; CS A Team; Vic (LKKAuto)

**Subject:** FW: OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT )

***Without Prejudice***

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Mr. Vic.

Hi Vic,

FYNA, our ref CC3/AIG19014224/Eha3

Thank you.

Best Regards,

**Suwanna Te-Uttaruang** | Admin support

**LKK Auto Consultants Pte Ltd**

Email [Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com) fax: 67414108

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

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**From:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <[OngHuaYen@smrt.com.sg](mailto:OngHuaYen@smrt.com.sg)>

**Sent:** Thursday, 26 September 2019 8:55 PM

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

**Cc:** Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <[FeiYuan@smrt.com.sg](mailto:FeiYuan@smrt.com.sg)>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <[BalqishBAH@smrt.com.sg](mailto:BalqishBAH@smrt.com.sg)>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <[TanWeiTeck@smrt.com.sg](mailto:TanWeiTeck@smrt.com.sg)>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <[ChanSiauChin@smrt.com.sg](mailto:ChanSiauChin@smrt.com.sg)>

**Subject:** OUR REF:BUS/08/19/6001 - ACCIDENT ON 09/08/19 INVOLVING SG1020Z AND SKP5206B ALONG BKE TOWARDS PIE ( AFTER MANDAI RD EXIT )

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG1020Z. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$6,300.00
Loss of Use	\$2,200.00 ( 8 days x \$275.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$8,507.00</b>

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA search

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.

Thanks & Regards  
Hua Yen