

Vic (LKKAuto)

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
<TanWeiTeck@smrt.com.sg>
Sent: Tuesday, 21 April, 2020 10:41 AM
To: Vic (LKKAuto)
Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Jasper Chua (LKK Auto)
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
Attachments: img-421103349-0001.pdf

WITHOUT PREJUDICE

Dear Vic,

Attached herewith a copy of the duly signed DV for your perusal and necessary action. Original copy will be forwarded to your office shortly. Thanks.

Regards,

Patrick Tan

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

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Friday, April 17, 2020 2:34 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); Jasper Chua (LKK Auto); 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 further 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 are prepared to improve and increase our offer to a global sum of \$8,000.00 (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA then forward back a copy to us for payment processing.

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

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

"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)



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From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:TanWeiTeck@smrt.com.sg>]

Sent: Thursday, 16 April, 2020 2:48 PM

To: Vic (LKKAuto)

Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Jasper Chua (LKK Auto)

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,

Thank you for your offer but regret that we are unable to accept.
Kindly assist to conclude the matter at global sum \$8,057.00 (all In) instead.

Do let us have your DV if there is a settlement. Thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

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

Sent: Wednesday, April 15, 2020 10:21 AM

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); Jasper Chua (LKK Auto); 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 further to our 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 **\$7,800.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA then forward back a copy to us for payment processing.

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

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

"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)



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From: Vic (LKKAuto)

Sent: Tuesday, 14 April, 2020 3:12 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); Jasper Chua (LKK Auto)

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.

Please be informed that we are still pending for mandate approval from our principal.

We will follow up and will get back to you for an update/offer.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto: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

6 Ang Mo Kio Street 62

Singapore 569140

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
6 Ang Mo Kio Street 62
Singapore 569140

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 | 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

6 Ang Mo Kio Street 62

Singapore 569140

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 | fax: 6741-4108

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



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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 | fax: 6741-4108

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



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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 fax: 67414108

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

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>
Sent: Thursday, 26 September 2019 8:55 PM
To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <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
Total	\$8,507.00

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