

## Shiau Chan (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Wednesday, 13 May 2020 11:15 AM  
**To:** Shiau Chan (LKKAUTO)  
**Subject:** FW: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Grace Yeo <GraceYeo@iii.com.sg>  
**Sent:** Wednesday, 6 May 2020 4:47 PM  
**To:** Naz (LKKAUTO) <Naz@lkkauto.com>  
**Cc:** Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>  
**Subject:** FW: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Dear Naz,

Thank you for your report.

For your tax invoice, [please bill the insured instead](#). On your charges, I understand there is no change i.e. it is between \$350 - \$500.

You may send your bill via the brokers, attention Mr Kenny Yip. If you have any queries, you may contact Kenny directly.

Thank you.

Regards,  
Grace Yeo  
Property & Casualty Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street

#05-00 IOB Building

Singapore 049711

[Tel: 63476100](tel:63476100) extn 241

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**From:** Kenny Yip Kok Seng [<mailto:kennyyip@comfortdelgro.com.sg>]  
**Sent:** Wednesday, May 06, 2020 4:39 PM  
**To:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>

**Cc:** Hong Heng Kum <[honghk@comfortdelgro.com.sg](mailto:honghk@comfortdelgro.com.sg)>

**Subject:** Re: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hello Grace,

Yes, please let us have LKK's bill.

Thank you.

Rgds,

Kenny Yip

Corporate Risk Solutions

ComfortDelGro Insurance Brokers Pte Ltd

Co. Reg No. 200308690C

DID: (65) 63837436

Mobile: (65) 94750606

Fax: (65) 62862112

Email: [kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)

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**From:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>

**Sent:** Wednesday, 6 May 2020 4:36 PM

**To:** Kenny Yip Kok Seng <[kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)>

**Cc:** Hong Heng Kum <[honghk@comfortdelgro.com.sg](mailto:honghk@comfortdelgro.com.sg)>

**Subject:** RE: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

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Dear Kenny,

Your email is noted. Will keep you posted.

In the meantime, for LKK's bill, I'll ask them to bill insured via brokers?

Regards,

Grace Yeo

Property & Casualty Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street

#05-00 IOB Building

Singapore 049711

Tel: [63476100](tel:63476100) extn 241

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**From:** Kenny Yip Kok Seng [<mailto:kennyyip@comfortdelgro.com.sg>]

**Sent:** Wednesday, May 06, 2020 11:37 AM

**To:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>

**Cc:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Hong Heng Kum

[<honghk@comfortdelgro.com.sg>](mailto:honghk@comfortdelgro.com.sg)

**Subject:** Re: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hello Grace,

In view of LKK's findings, our client, Vicom, should not be liable for the damage to the TP vehicle.

Please assist to write to the TP to deny the TP's claim on behalf of Vicom.

Thank you.

Rgds,  
Kenny Yip  
Corporate Risk Solutions  
ComfortDelGro Insurance Brokers Pte Ltd  
Co. Reg No. 200308690C  
DID: (65) 63837436  
Mobile: (65) 94750606  
Fax: (65) 62862112  
Email: [kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)

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**From:** Kenny Yip Kok Seng <[kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)>

**Sent:** Tuesday, 5 May 2020 5:47 PM

**To:** Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>

**Cc:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** Re: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hello Grace/ Naz,

Thank you for the prompt response.

We had forwarded your report to the client for their review and await their further instruction.

We will keep you updated.

Rgds,  
Kenny Yip  
Corporate Risk Solutions  
ComfortDelGro Insurance Brokers Pte Ltd  
Co. Reg No. 200308690C  
DID: (65) 63837436  
Mobile: (65) 94750606  
Fax: (65) 62862112  
Email: [kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)

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**From:** Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Sent:** Tuesday, 5 May 2020 5:24 PM  
**To:** Kenny Yip Kok Seng <[kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)>  
**Cc:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** Re: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

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Dear Mr Yip,

Attached herewith is a copy of the Technical Report.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>  
**Sent:** Tuesday, 5 May 2020 4:19 PM  
**To:** Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Subject:** FW: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hi Naz,

As this claim is within excess, you may release a copy of your report to Kenny.

Thank you.

Regards,  
Grace Yeo  
Property & Casualty Claims Dept.

**India International Insurance Pte Ltd**  
64 Cecil Street  
#05-00 IOB Building  
Singapore 049711

**From:** Kenny Yip Kok Seng [<mailto:kennyyip@comfortdelgro.com.sg>]  
**Sent:** Tuesday, May 05, 2020 4:16 PM  
**To:** Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** Re: Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Thanks Naz.  
Please let us have a copy of your report.

Rgds,  
Kenny Yip  
Corporate Risk Solutions  
ComfortDelGro Insurance Brokers Pte Ltd  
Co. Reg No. 200308690C  
DID: (65) 63837436  
Mobile: (65) 94750606  
Fax: (65) 62862112  
Email: [kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)

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**From:** Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Sent:** Tuesday, 5 May 2020 2:42 PM  
**To:** Kenny Yip Kok Seng <[kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)>  
**Cc:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

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Dear Mr Yip,

I have completed the report and forwarded it to Ms Grace Yeo of III.

My investigations revealed that the malfunction which led to the eventual break down of the Motor Bus was most likely caused by wear and tear of the mechanical components.

It is unlikely to be caused by over revving of the engine during the CDST as the maximum power output that is keyed into the system before the start of the test is usually half of the actual maximum power output of the vehicle.

Please do not hesitate to contact me should you require any clarification.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>  
**Sent:** Tuesday, 14 April 2020 2:40 PM  
**To:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** Priority : Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hi Naz,

Please let us have your update urgently so that we can update brokers/insured and thereafter deal with the claim.

Would appreciate it if you could expedite.

Thank you.

Regards,  
Grace Yeo  
Property & Casualty Claims Dept.

**India International Insurance Pte Ltd**  
64 Cecil Street  
#05-00 IOB Building  
Singapore 049711  
[Tel: 63476100](tel:63476100) extn 241

---

**From:** Kenny Yip Kok Seng [<mailto:kennyyip@comfordelgro.com.sg>]  
**Sent:** Tuesday, April 14, 2020 2:23 PM  
**To:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>  
**Cc:** Hong Heng Kum <[honghk@comfordelgro.com.sg](mailto:honghk@comfordelgro.com.sg)>  
**Subject:** Re: Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hello Grace,  
Please chase LKK for the findings so that we can update the client and deal with the TP's claim.

Thank you.

Rgds,  
Kenny Yip  
Corporate Risk Solutions  
ComfortDelGro Insurance Brokers Pte Ltd  
Co. Reg No. 200308690C  
DID: (65) 63837436  
Mobile: (65) 94750606  
Fax: (65) 62862112  
Email: [kennyyip@comfordelgro.com.sg](mailto:kennyyip@comfordelgro.com.sg)

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**From:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>  
**Sent:** Tuesday, 14 April 2020 2:03 PM  
**To:** Kenny Yip Kok Seng <[kennyyip@comfordelgro.com.sg](mailto:kennyyip@comfordelgro.com.sg)>  
**Cc:** Hong Heng Kum <[honghk@comfordelgro.com.sg](mailto:honghk@comfordelgro.com.sg)>  
**Subject:** RE: Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

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Dear Kenny,

Naz from LKK has not submitted his findings. I am waiting for Naz's update.

Regards,  
Grace Yeo  
Property & Casualty Claims Dept.

**India International Insurance Pte Ltd**  
64 Cecil Street  
#05-00 IOB Building  
Singapore 049711  
[Tel: 63476100](tel:63476100) extn 241

---

**From:** Kenny Yip Kok Seng [<mailto:kennyyip@comfordelgro.com.sg>]  
**Sent:** Monday, April 13, 2020 1:46 PM  
**To:** Grace Yeo <[GraceYeo@iii.com.sg](mailto:GraceYeo@iii.com.sg)>  
**Cc:** Hong Heng Kum <[honghk@comfordelgro.com.sg](mailto:honghk@comfordelgro.com.sg)>  
**Subject:** Re: Notification on CB7128Z Incident During CDST on 29022020 [III Ref: AC200046]

Hello Grace,  
Reference to the subject claim, please advise whether LKK had submitted their findings.

Thank you.

Rgds,  
Kenny Yip  
Corporate Risk Solutions  
ComfortDelGro Insurance Brokers Pte Ltd  
Co. Reg No. 200308690C  
DID: (65) 63837436  
Mobile: (65) 94750606  
Fax: (65) 62862112  
Email: [kennyyip@comfortdelgro.com.sg](mailto:kennyyip@comfortdelgro.com.sg)

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signed by the duly authorised representatives of both parties.

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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

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