

Jaslin Kok (LKK Auto)

From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
<ChanSiauChin@smrt.com.sg>
Sent: Thursday, 7 January 2021 11:47 AM
To: Jaslin Kok (LKK Auto)
Cc: Admin A; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: Re: OUR REF:BUS/06/20/1053 - ACCIDENT ON 30/06/20 INVOLVING SG5948X AND GBJ2195G ALONG BUKIT BATOK EAST AVENUE 4-BS:43169 (BLK 254) *** LKK REF: CC3/AIG20007013/Qra3
Attachments: DOC.pdf

WITHOUT PREJUDICE

Dear Jaslin,

Thank you and we enclose herewith a copy of duly-signed Release Voucher for your perusal.
Payment please make to SMRT BUSES LTD.

Thanks,
Karen Chan
Claims Department

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, January 6, 2021 12:05 PM
To: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Subject: RE: OUR REF:BUS/06/20/1053 - ACCIDENT ON 30/06/20 INVOLVING SG5948X AND GBJ2195G ALONG BUKIT BATOK EAST AVENUE 4-BS:43169 (BLK 254) *** LKK REF: CC3/AIG20007013/Qra3

WITHOUT PREJUDICE

Dear Sirs/Mdm,
Thank you for acceptance.
Please duly sign the [Release Voucher](#) enclosed and return to **us(LKK)** for our necessary action.
Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Sent: Wednesday, 6 January 2021 11:26 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

<TanWeiTeck@smrt.com.sg>

Subject: Re: OUR REF:BUS/06/20/1053 - ACCIDENT ON 30/06/20 INVOLVING SG5948X AND GBJ2195G ALONG BUKIT BATOK EAST AVENUE 4-BS:43169 (BLK 254) *** LKK REF: CC3/AIG20007013/Qra3

WITHOUT PREJUDICE

Dear Jaslin,

Thank you for your offer.

Please note that the bus involved is double decker and we would like to counter propose as follow:

Cost of Repair	\$5,225.72 (Agreed)
Loss of Use	\$1,500.00 (5 days x \$300.00)
LTA	\$ 7.00 (Agreed)
Total	\$6,732.72

Please review the matter & let us have your favorable reply soon.

Thanks,
Karen Chan
Claims Department

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, December 29, 2020 5:37 PM

To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; 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: RE: OUR REF:BUS/06/20/1053 - ACCIDENT ON 30/06/20 INVOLVING SG5948X AND GBJ2195G ALONG BUKIT BATOK EAST AVENUE 4-BS:43169 (BLK 254) *** LKK REF: CC3/AIG20007013/Qra3

Your Ref: **SG 5948X**

LKK Ref: CC3/AIG20007013/Qra3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBJ 2195G AND SG 5948X ON 30/06/2020

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair	\$ 5,225.72
2. Loss of Use (5 days x \$275.00)	\$ 1,375.00
3. LTA/GIA Search Fee	\$ 7.00
Total	\$ 6,607.72

Please confirm acceptance.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Mei Kwan (LKKAuto)

Sent: Monday, 31 August 2020 4:58 PM

To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses); Jia Le (LKK Auto)

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A

Subject: RE: OUR REF:BUS/06/20/1053 - ACCIDENT ON 30/06/20 INVOLVING SG5948X AND GBJ2195G ALONG BUKIT BATOK EAST AVENUE 4-BS:43169 (BLK 254) *** LKK REF: CC3/AIG20007013/Qda3

Dear Sir / Madam,

Thank you for your email.

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

Hi Jia Le,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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.

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

Sent: Monday, 31 August 2020 4:35 PM

To: Admin A; CS A Team

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: OUR REF:BUS/06/20/1053 - ACCIDENT ON 30/06/20 INVOLVING SG5948X AND GBJ2195G ALONG BUKIT BATOK EAST AVENUE 4-BS:43169 (BLK 254)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5948X. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$5,225.72
Loss of Use	\$1,750.00 (5 days x \$350.00)
LTA Search fee	\$7.00
Total	\$6,982.72

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