

## Denise Tay (LKKAuto)

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**From:** Denise Tay (LKKAuto)  
**Sent:** Friday, 29 January 2021 5:54 PM  
**To:** Admin-D (LKKAuto); 'Janice Goh'; assignments; SUR  
**Subject:** RE: Acdt invlg SBS Transit bus SBS6572C & GBH7860Y had taken place at/alg Balestier rd near Spore Khalsa Association at 1335 hrs on 29/12/2020. - EQI REF: DM21HO00011/SG

RESENT

Dear Sir/Madam,

Please be informed that we have inspected the vehicle SBS 6572C on 27/01/21.

We are pending estimate from repairer.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 27 January 2021 10:55 AM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** Re: Acdt invlg SBS Transit bus SBS6572C & GBH7860Y had taken place at/alg Balestier rd near Spore Khalsa Association at 1335 hrs on 29/12/2020. - EQI REF: DM21HO00011/SG

Dear Sir/Madam,

Thank you for your assignment.

**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,  
Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Wednesday, 27 January 2021 10:50 AM

**To:** Yao Tianhao <[yaoth@sbstransit.com.sg](mailto:yaoth@sbstransit.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Linda Yeung Fook Mooi <[lindayeung@comfortdelgro.com](mailto:lindayeung@comfortdelgro.com)>; Tham Meng Khuan <[thammk@sbstransit.com.sg](mailto:thammk@sbstransit.com.sg)>; Erik Toh Ping Khim <[eriktoh@sbstransit.com.sg](mailto:eriktoh@sbstransit.com.sg)>; Chong Yong Guang <[chongyg@sbstransit.com.sg](mailto:chongyg@sbstransit.com.sg)>; Norlela Binte Ahmad Yusoff <[norlelabay@sbstransit.com.sg](mailto:norlelabay@sbstransit.com.sg)>; Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>

**Subject:** RE: Acdt invlg SBS Transit bus SBS6572C & GBH7860Y had taken place at/alg Balestier rd near Spore Khalsa Association at 1335 hrs on 29/12/2020. - EQI REF: DM21HO00011/SG

### Without Prejudice

Hi Tian Hao

Thank you for your email.

We will appoint LKK for the PRI and they will be contacting you shortly.

Aside to LKK – Please assist to attend this TP PRI.

Thank you.

### Announcement

In line with the Safe Re-opening measures, our operation remains “Business As Usual” – except most of us are on a Work-From-Home arrangement -reachabl

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

### Regards

**Janice Goh**

Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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**From:** Yao Tianhao [<mailto:yaoth@sbstransit.com.sg>]

**Sent:** Wednesday, January 27, 2021 10:25 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Linda Yeung Fook Mooi <[lindayeung@comfortdelgro.com](mailto:lindayeung@comfortdelgro.com)>; Tham Meng Khuan <[thammk@sbstransit.com.sg](mailto:thammk@sbstransit.com.sg)>; Erik Toh Ping Khim <[eriktoh@sbstransit.com.sg](mailto:eriktoh@sbstransit.com.sg)>; Chong Yong Guang <[chongyg@sbstransit.com.sg](mailto:chongyg@sbstransit.com.sg)>; Norlela Binte Ahmad Yusoff <[norlelabay@sbstransit.com.sg](mailto:norlelabay@sbstransit.com.sg)>; Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>

**Subject:** Re: Accident involving SBS Transit bus SBS6572C and vehicle no: GBH7860Y had taken place at/along Balestier road near Singapore Khalsa Association at 1335 hrs on 29/12/2020. - EQI REF: DM21HO00011/SG

Hi Janice,

Please be informed that an accident involving SBS Transit bus SBS6572C and vehicle no: GBH7860Y had taken place at/along Balestier road near Singapore Khalsa Association at 1335 hrs on 29/12/2020.

2. TAC report was lodged, the Report number is: E/5399/2020

**Kindly let us know within 2 working days from the date of this notice if you wish to carry out or waive a pre-repair inspection.**

If we do not hear from you within the next 2 working days, we shall proceed to repair our vehicle without further notice to you.

\* We have no objection to your panel of surveyors. Please appoint any surveyor from your panel to conduct the pre-repair survey.

**TO ARRANGE FOR THE INSPECTION:**

**PLS CALL**

**SBST Workshop:**

**4. Workshop Address: 3 Yio Chu Kang Crescent road, Singapore 786010**

**5. Name of Contact person (s): Chong Yong Guang.**

**6. Office number: 63754263, h/p : 81335877**

7. Email of contact person: [chongyg@sbstransit.com.sg](mailto:chongyg@sbstransit.com.sg)

Thanks and Regards,  
Tianhao  
Bus Safety (Investigation)

SBS Transit Ltd  
DID: 6383 7267  
Fax: 6283 1393

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**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Sent:** Wednesday, 27 January 2021 9:22 AM  
**To:** Yao Tianhao <[yaoth@sbstransit.com.sg](mailto:yaoth@sbstransit.com.sg)>  
**Cc:** Linda Yeung Fook Mooi <[lindayeung@comfortdelgro.com](mailto:lindayeung@comfortdelgro.com)>; Tham Meng Khuan <[thammk@sbstransit.com.sg](mailto:thammk@sbstransit.com.sg)>; Erik Toh Ping Khim <[eriktoh@sbstransit.com.sg](mailto:eriktoh@sbstransit.com.sg)>; Chong Yong Guang <[chongyg@sbstransit.com.sg](mailto:chongyg@sbstransit.com.sg)>; Norlela Binte Ahmad Yusoff <[norlelabay@sbstransit.com.sg](mailto:norlelabay@sbstransit.com.sg)>; Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>  
**Subject:** RE: Accident involving SBS Transit bus SBS6572C and vehicle no: GBH7860Y had taken place at/along Balestier road near Singapore Khalsa Association at 1335 hrs on 29/12/2020. - EQI REF: DM21HO00011/SG

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**Without Prejudice**

Dear Tian Hao

Thank you for your email.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd	4) Priority Services

Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
7) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	8) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
9) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	10) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank you.

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#### Regards

**Janice Goh**  
Executive | Claims



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5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
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[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Yao Tianhao [<mailto:yaoth@sbstransit.com.sg>]  
**Sent:** Wednesday, January 27, 2021 9:10 AM  
**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>  
**Cc:** Linda Yeung Fook Mooi <[lindayeung@comfordelgro.com](mailto:lindayeung@comfordelgro.com)>; Tham Meng Khuan <[thammk@sbstransit.com.sg](mailto:thammk@sbstransit.com.sg)>; Erik Toh Ping Khim <[eriktoh@sbstransit.com.sg](mailto:eriktoh@sbstransit.com.sg)>; Chong Yong Guang <[chongyg@sbstransit.com.sg](mailto:chongyg@sbstransit.com.sg)>; Norlela Binte Ahmad Yusoff <[norlelabay@sbstransit.com.sg](mailto:norlelabay@sbstransit.com.sg)>; Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>  
**Subject:** Accident involving SBS Transit bus SBS6572C and vehicle no: GBH7860Y had taken place at/along Balestier road near Singapore Khalsa Association at 1335 hrs on 29/12/2020.

Dear EQ,

PLS REPLY ALL IN EMAIL

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**6. Office number: 63754263, h/p : 81335877**

**7. Email of contact person: [chongyg@sbstransit.com.sg](mailto:chongyg@sbstransit.com.sg)**

Thanks and Regards,  
Tianhao  
Bus Safety (Investigation)

SBST

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SBS Transit Ltd [Registration No. 199206653M]

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