

Shiau Chan (LKKAUTO)

From: Admin-D (LKKAUTO)
Sent: Monday, 29 March 2021 12:36 PM
To: 'ONG LI LI'; 'MT_Claim_SG'; assignments; SUR
Subject: RE: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: GW8893H had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021 Our Ref: 20/21/21/VC00/024332 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arranged on 30-03-2021.

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 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 LI LI <llong@lonpac.com>
Sent: Monday, 29 March, 2021 11:44 AM
To: 'Yao Tianhao' <yaoth@sbstransit.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: Chong Yong Guang <chongyg@sbstransit.com.sg>; Andrew Goh Poh Leong <andrewgoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Alice Liow Bee Yan <alibelby@comfortdelgro.com>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>
Subject: RE: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: GW8893H had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021 Our Ref: 20/21/21/VC00/024332 [External General]

Lonpac External - General

Without Prejudice

Dear Tian Hao

We shall appoint LKK Auto Consultants Pte Ltd to conduct the survey.

Please provide repair estimate.

Dear Nivitha/Summer

FYA

Regards,

Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - General data is for internal / external use.

From: Yao Tianhao [<mailto:yaoth@sbstransit.com.sg>]
Sent: Monday, 29 March 2021 11:40 AM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Chong Yong Guang <chongyg@sbstransit.com.sg>; Andrew Goh Poh Leong <andrewgoh@sbstransit.com.sg>;
Tham Meng Khuan <thammk@sbstransit.com.sg>; Alice Liow Bee Yan <alicelby@comfortdelgro.com>; Linda Yeung
Fook Mooi <lindayeung@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>; Erik Toh Ping Khim
<eriktoh@sbstransit.com.sg>
Subject: Fw: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: GW8893H had
taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

Dear Lonpac insurance,

PLS REPLY ALL IN EMAIL

Please be informed that an accident involving SBS Transit bus SG5306Z and vehicle no: GW8893H had taken place at/along CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

2. TAC report was lodged, the Report number is: E/1165/2021

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

Thanks and Regards,
Tianhao
Bus Safety (Investigation)

SBS Transit Ltd
DID: 6383 7267
Fax: 6283 1393

From: Yao Tianhao <yaoth@sbstransit.com.sg>
Sent: Monday, 29 March 2021 11:30 AM
To: Alice Liow Bee Yan <alibelby@comfortdelgro.com>; Chong Yong Guang <chongyg@sbstransit.com.sg>
Cc: Zee Chee Wah <zeecw@sbstransit.com.sg>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>
Subject: Re: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

Noted Alice,

Thanks

Thanks and Regards,
Tianhao
Bus Safety (Investigation)

SBS Transit Ltd
DID: 6383 7267
Fax: 6283 1393

From: Alice Liow Bee Yan <alibelby@comfortdelgro.com>

Sent: Monday, 29 March 2021 11:29 AM

To: Yao Tianhao <yaoth@sbstransit.com.sg>; Chong Yong Guang <chongyg@sbstransit.com.sg>

Cc: Zee Chee Wah <zeecw@sbstransit.com.sg>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>

Subject: Re: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

Dear Tianhao

To protect our interest for this case.

Please send a PRI notice to GW 8893 H.

Best Regards,

Alice Liow

Senior Executive

Claims Department

DID : 63837027

Fax : 63837626

NOTICE ON COVID-19:

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore. For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting. All submission of claim related documents and information shall be in softcopy through email. I am contactable through my email; alibelby@comfortdelgro.com and for urgent matters, please do not hesitate to reach out to me through DID; 63837027. Thank you.

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From: Yao Tianhao <yaoth@sbstransit.com.sg>

Sent: Monday, 29 March 2021 11:18 AM

To: Chong Yong Guang <chongyg@sbstransit.com.sg>; Alice Liow Bee Yan <alicelby@comfortdelgro.com>

Cc: Zee Chee Wah <zeecw@sbstransit.com.sg>; Erik Toh Ping Khim <erikto@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>

Subject: Re: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

Claims Colleagues,

Seek your kind advise pls.

Accident was **caused by unsafe driving of SH 6604B hence we informed AXA not insurer of SLX 3707G.**

Email from AXA,

Hi Mr Chong,

We refer to our telephone conversation on 26.3.21.

For this accident, our driver reported that there is no collision and also after he completed the lane change, he saw from a distance away that there were an accident which involved SG5306Z & SLX3707G.

We are of the view that our insured should not be liable for this accident.

Please re-direct your claim to GW8893H

Thanks and Regards,
Tianhao
Bus Safety (Investigation)

SBS Transit Ltd
DID: 6383 7267
Fax: 6283 1393

From: Chong Yong Guang <chongyg@sbstransit.com.sg>
Sent: Monday, 29 March 2021 11:08 AM
To: Yao Tianhao <yaoth@sbstransit.com.sg>
Cc: Zee Chee Wah <zeecw@sbstransit.com.sg>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>
Subject: Re: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

Hi Tian Hao,

SG5306Z met with an accident on 12/3/21, the front area hit on to SLX3707G and rear area hit by GW8893H due to taxi SH6604b suddenly cut into the bus lane.

1. Rear area has already attended by AXA surveyor- Case Closed.
2. Front area- I have check AXA, they mentioned that they are not liable for this accident. I have kept u in the loop as well

So, my question is

1. IS there any 3P surveyor attending to the front area?
2. When can workshop repair back the area of damage?

Truly appreciate your upmost assistance.

Thank you.

From: Chong Yong Guang <chongyg@sbstransit.com.sg>

Sent: Monday, March 29, 2021 10:51 AM

To: Yao Tianhao <yaoth@sbstransit.com.sg>

Cc: Zee Chee Wah <zeecw@sbstransit.com.sg>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>

Subject: Re: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

Hi Tian Hao,

Pls refer to the last email, AXA mention that their insured is not liable for the accident claims. Please advised on how should we go about this?

Best Regards,

Chong Yong Guang

Seletar Workshop

Technical Officer

DID : + 65 6375 4263/ +65 8133 5877

EMAIL : chongyg@sbstransit.com.sg

Seletar Depot

3 Yio Chu Kang Crescent

Singapore 786010



From: ANG Richard <richard.angbs@axa.com.sg>

Sent: Monday, March 29, 2021 10:25 AM

To: Chong Yong Guang <chongyg@sbstransit.com.sg>

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>

Subject: S1M035QR_RA_TP_RE: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along_CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021

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Hi Mr Chong,

We refer to our telephone conversation on 26.3.21.

For this accident, our driver reported that there is no collision and also after he completed the lane change, he saw from a distance away that there were an accident which involved SG5306Z & SLX3707G.

We are of the view that our insured should not be liable for this accident.

Please re-direct your claim to GW8893H.

Thank you.

Regards



Richard Ang | Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811
www.axa.com.sg
Email: richard.angbs@axa.com.sg
Customer Care No. 1800 8804888

We remain available to serve you during the circuit breaker period. For AXA's COVID-19 updates & initiatives, please visit <https://www.axa.com.sg/covid-19-updates>.

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From: Chong Yong Guang <chongyg@sbstransit.com.sg>
Sent: Friday, March 26, 2021 8:47 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: [EXTERNAL] Re: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021.

Hi there,

Is there any contact number available? i have some enquires.

Best Regards,

Chong Yong Guang

Seletar Workshop

Technical Officer

DID : + 65 6375 4263/ +65 8133 5877

EMAIL : chongyg@sbstransit.com.sg

Seletar Depot

3 Yio Chu Kang Crescent

Singapore 786010



From: Chong Yong Guang <chongyg@sbstransit.com.sg>

Sent: Thursday, March 18, 2021 1:38 PM

To: motor.survey@axa.com.sg <motor.survey@axa.com.sg>

Cc: Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Andrew Goh Poh Leong <andrewgoh@sbstransit.com.sg>; Doris Lim Puay Noi <doris_lim@cdgtaxi.com.sg>; Philip Chia Chee Yong <philipchiacy@cdgtaxi.com.sg>; Teo Yhee Wei <YheeWei_Teo@cdgtaxi.com.sg>; Alice Liow Bee Yan <alibelby@comfortdelgro.com>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Yao Tianhao <yaoth@sbstransit.com.sg>; Zee Chee Wah <zeecw@sbstransit.com.sg>

Subject: Re: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021.

Dear AXA,

Any update on the appointed surveyor?

Best Regards,

Chong Yong Guang

Seletar Workshop

Technical Officer

DID : + 65 6375 4263/ +65 8133 5877

EMAIL : chongyg@sbstransit.com.sg

Seletar Depot

3 Yio Chu Kang Crescent

Singapore 786010



From: Yao Tianhao <yaoth@sbstransit.com.sg>
Sent: Wednesday, March 17, 2021 10:29 PM
To: motor.survey@axa.com.sg <motor.survey@axa.com.sg>
Cc: Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>; Erik Toh Ping Khim <eriktoh@sbstransit.com.sg>; Tham Meng Khuan <thammk@sbstransit.com.sg>; Chong Yong Guang <chongyg@sbstransit.com.sg>; Andrew Goh Poh Leong <andrewgoh@sbstransit.com.sg>; Doris Lim Puay Noi <doris_lim@cdgtaxi.com.sg>; Philip Chia Chee Yong <philipchiacy@cdgtaxi.com.sg>; Teo Yhee Wei <YheeWei_Teo@cdgtaxi.com.sg>; Alice Liow Bee Yan <alichelby@comfortdelgro.com>; Tham Meng Khuan <thammk@sbstransit.com.sg>
Subject: accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G (Due to SH 6604B) had taken place at/along CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021.

Dear AXA,

PLS REPLY ALL IN EMAIL

Please be informed that an accident involving SBS Transit bus SG5306Z and vehicle no: SLX3707G had taken place at/along CTE near Braddell road exit 10 at 1509 hrs on 12/03/2021 **caused by unsafe driving of SH 6604B.**

2. TAC report was lodged, the Report number is: E/1165/2021

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

Linda- Pls note accident was **caused by unsafe driving of SH 6604B hence we are informing AXA not insurer of SLX 3707G.**

Dear CDG Fleet Safety Colleagues- for info and follow up action if any pls.

Thanks and Regards,
Tianhao
Bus Safety (Investigation)

SBS Transit Ltd

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SBS Transit Ltd [Registration No. 199206653M]

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SBS Transit Ltd [Registration No. 199206653M]