

## Hui Zhen (LKK Auto)

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**From:** MTPRI <MTPRI@smrt.com.sg>  
**Sent:** Thursday, 30 September 2021 8:58 AM  
**To:** Hui Zhen (LKK Auto); SUR  
**Cc:** Foo Chit Yan (Strides Automotive Services Pte Ltd); MTPRI  
**Subject:** RE: Fwd: OUR REF: BUS/04/21/1026; YOUR REF: SKS 378 E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Dear Hui Zhen,

Our ref no is BUS/04/21/1026.

Thanks & regards  
Hua Yen

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**From:** Hui Zhen (LKK Auto) [mailto:huizhen@lkkauto.com]  
**Sent:** 29/09/2021 13:11  
**To:** Ong Hua Yen (Strides Automotive Services Pte Ltd); SUR  
**Cc:** MTPRI; Foo Chit Yan (Strides Automotive Services Pte Ltd)  
**Subject:** RE: Fwd: OUR REF: BUS/04/21/1026; YOUR REF: SKS 378 E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

**CAUTION:** This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Hua Yen,

Kindly provide reference number.

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [huizhen@lkkauto.com](mailto:huizhen@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)  
**Sent:** Monday, 2 August 2021 9:42 AM  
**To:** 'Ong Hua Yen (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)'; assignments; SUR  
**Cc:** 'MTPRI'; 'Foo Chit Yan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)'  
**Subject:** RE: Fwd: OUR REF: BUS/04/21/1026; YOUR REF: SKS 378 E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Dear Hua Yen,

Noted with thanks.

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)

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.

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**From:** Ong Hua Yen (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[OngHuaYen@smrt.com.sg](mailto:OngHuaYen@smrt.com.sg)>  
**Sent:** Monday, 2 August, 2021 9:40 AM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Foo Chit Yan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>  
**Subject:** FW: Fwd: OUR REF: BUS/04/21/1026; YOUR REF: SKS 378 E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Dear Summer,,

Kindly follow up.

Thanks & Regards  
Hua Yen

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**From:** Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Sent:** 30/07/2021 17:58  
**To:** Ong Hua Yen (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Cc:** Sandra (Gmail); 'service@kkimhin.com.sg'  
**Subject:** RE: Fwd: OUR REF: BUS/04/21/1026; YOUR REF: SKS 378 E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Dear Hua Yen,

Please assist to appoint surveyor for this matter.

Kind Regards,

Jimmy Foo  
Claims and Insurance Agency  
Direct line +65 6556 3521 | [ChitYan@smrt.com.sg](mailto:ChitYan@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140



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**From:** service <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>  
**Sent:** 30 July 2021 17:49  
**To:** Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>  
**Cc:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg); Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>  
**Subject:** re: Fwd: OUR REF: BUS/04/21/1026; YOUR REF: SKS 378 E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

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Dear Jimmy

Good day to you.

Our client SKS 378 E will be coming in to leave his vehicle for survey and repairs on Tues (3 August 2021) morning.

Please kindly appoint surveyor.

Many thanks  
Sandra  
6452 7018  
9622 2116  
K. Kim Hin Auto Pte Ltd

----- Forwarded message -----

From: **Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA)** <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>

Date: Mon, Apr 19, 2021 at 11:25 AM

Subject: OUR REF: BUS/04/21/1026; YOUR REF: SKS378E; Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

To: [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg) <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>

Cc: Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>

## **Without Prejudice**

Dear Sandra,

We refer to the above matter

Please proceed with direct settlement for this matter

Quantum to be agreed by surveyor recommendation subject to consistency of damages.

Kind Regards,

Jimmy Foo

Claims and Insurance Agency

Direct line +65 6556 3521 | [ChitYan@smrt.com.sg](mailto:ChitYan@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140



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**From:** service <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>  
**Sent:** 15 April 2021 09:40  
**To:** Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>  
**Cc:** Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>; [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)  
**Subject:** RE: Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Thank you Jimmy. Hope to hear from you soon.

Best Regards

Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd

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**From:** "Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA)" <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>  
**Sent:** Thursday, April 15, 2021 9:26 AM  
**To:** "[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)" <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>  
**Cc:** "Sandra (Gmail)" <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>  
**Subject:** RE: Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

**Without Prejudice**

Dear Sandra,

We are still in the midst of contacting our bus driver to report the accident

Kindly hold hands at this juncture and will revert to you as soon as possible.

Kind Regards,

Jimmy Foo

Claims and Insurance Agency

Direct line +65 6556 3521 | [ChitYan@smrt.com.sg](mailto:ChitYan@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140



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**From:** service <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>

**Sent:** 09 April 2021 09:09

**To:** Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>

**Cc:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg); Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>

**Subject:** RE: Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Noted with thanks.

We hope to hear from you soon. Thank you.

Best Regards

Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd

**From:** "Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA)" <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>  
**Sent:** Friday, April 9, 2021 9:06 AM  
**To:** "[service@kkinhin.com.sg](mailto:service@kkinhin.com.sg)" <[service@kkinhin.com.sg](mailto:service@kkinhin.com.sg)>  
**Subject:** RE: Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

**Without Prejudice**

Dear Sandra,

Please note that our bus driver has not reported the accident.

Kindly hold hands at this juncture and will revert to you as soon as possible.

Best Regards,

Jimmy Foo

Claims and Insurance Agency

Direct line +65 6556 3521 | [ChitYan@smrt.com.sg](mailto:ChitYan@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140



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**From:** service [<mailto:service@kkinhin.com.sg>]  
**Sent:** 08 April 2021 15:11  
**To:** MTPRI

**Cc:** [service@kkinhin.com.sg](mailto:service@kkinhin.com.sg); Sandra (Gmail)

**Subject:** Accident Involving SKS 378 E and SG 3030 G (SMRT) on 4 April 2021

Your Ref: SG 3030 G (SMRT)

Our Ref: SKS 378 E

Dear Officer

Enclosed the GIA report of our client SKS 378 E who was hit by your insured SG 3030 G on 4 April 2021.

Video enclosed. Please investigate the matter and reply us.

Vehicle is not in.

Best Regards

Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd