

Celine Fong (LKKAUTO)

From: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>
Sent: Tuesday, 12 July 2022 11:44 AM
To: ENG HUEY NI
Cc: MT_Claim_SG; KENNY LIM CHING GHEE; Celine Fong (LKKAUTO); assignments
Subject: Re: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730 - 3RD REMINDER

WITHOUT PREJUDICE

Dear Huay Ni, 3RD REMINDER

ACCIDENT INVOLVING SG 5320G AND YN 8362H ON 26.06.2021

As requested, please see photos appended below.

Please note that our bus was subjected to pre repair survey.





Best Regards,

Elliana Ali
Claims Officer
Claims Department

Please scan QR code to read SBS Transit Ltd Data Protection Policy



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; ellianaewbma@comfortdelgro.com and for urgent matters.

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We are committed to excellence. For our continual improvement, please contact Mr Peter Chelliah at peterjc@sbstransit.com.sg if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.

From: ENG HUEY NI <hneng@lonpac.com>

Sent: Thursday, 7 July 2022 3:05 pm

To: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730 - 3RD REMINDER

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WITHOUT PREJUDICE

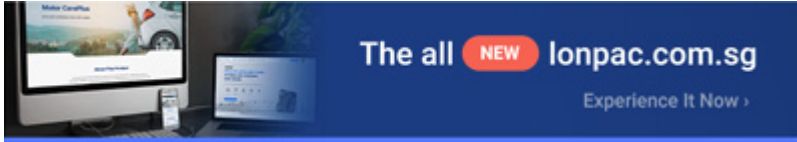
Hi Elliana,

As spoken just, please let us have the colour photos showing damages to your bus SG5320G.

Thank you.

Best Regards

Eng Huey Ni
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9244 | Fax: (65) 6296 2706



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

From: ENG HUEY NI

Sent: Thursday, 7 July 2022 8:08 am

To: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>; KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730 - 3RD REMINDER

Lonpac External - General

WITHOUT PREJUDICE

Hi Elliana,

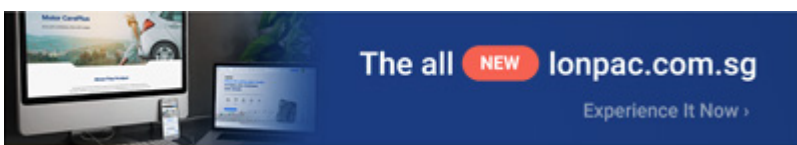
I will look into this claim and get back to you soon.

Please bear with us for a little while.

Thank you.

Best Regards

Eng Huey Ni
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9244 | Fax: (65) 6296 2706



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From: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>

Sent: Wednesday, 6 July 2022 8:38 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730 - 3RD REMINDER

WITHOUT PREJUDICE

Dear Kenny 3RD REMINDER

ACCIDENT INVOLVING SG 5320G AND YN 8362H ON 26.06.2021

We refer to the above matter.

Please let us have your offer on urgent basis.

Thank you

Best Regards,

Elliana Ali
Claims Officer
Claims Department

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.

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All submission of claim related documents and information shall be in softcopy through email.

I am contactable through my email; ellianaewbma@comfortdelgro.com and for urgent matters, please do not hesitate to reach out to me through DID 6383 7024.

We are committed to excellence. For our continual improvement, please contact Mr Peter Chelliah at Peterjc@comfortdelgro.com if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.

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From: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>

Sent: Monday, 27 June 2022 1:25 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730 - 2ND REMINDER

WITHOUT PREJUDICE

Dear Kenny

REMINDER

ACCIDENT INVOLVING SG 5320G AND YN 8362H ON 26.06.2021

We refer to the above matter.

This matter has been long outstanding.

Please let us have your offer on urgent basis.

Thank you.

Best Regards,

Elliana Ali
Claims Officer
Claims Department

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From: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>

Sent: Monday, 14 March 2022 3:01 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730

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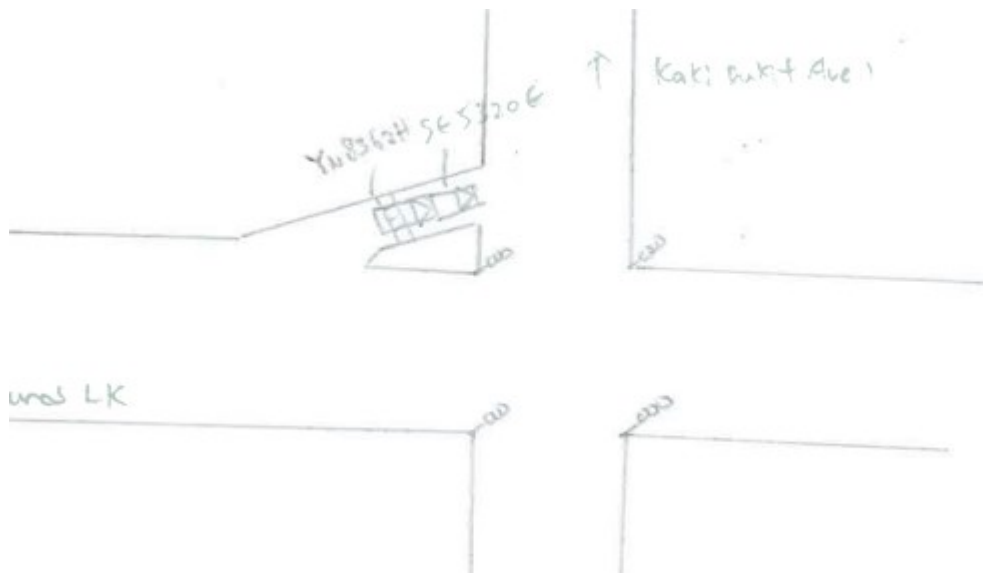
Dear Kenny,

We refer to the above matter.

Our bus was subjected to Pre-Repair Inspection, please request the photos and report from your surveyor.

As for our repair cost, please refer to our CBR for the breakdown.

Kindly, let let us have your offer asap.



I was doing Svc 87 in SG5320G on the mentioned date and time. My direction is towards Bedok Bus Interchange. At around 1215hrs, I was travelling along Eunos Link. While I was proceeding from a slip road between Eunos Lk & Kaki Bukit Ave 1, I suddenly felt a jerk from the back. I immediately went down to take a look and discovered the lorry driver hit onto our bus rear. 25Pax onboard. No injury. I reported to OCC. After exchanging particulars, I was told to resume service. That's all.

ATTACHMENT(S)

Are accident photos available for attachment? No
 Was there any video captured by Car Camera? No
 Was there any audio recorded? No

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number YN8362H
 Vehicle Manufacturer -
 Vehicle Model -
 Vehicle Variant -
 Vehicle Colour -
 Vehicle Category Goods vehicle
 Name of Driver Wilson Ng
 Contact Number (Phone) +65-94352282
 Address -
 Address complement -
 Postcode -
 Insurance Company Name -
 Nature Of Damage HEAD TO REAR
 Details of property damaged in accident Front left panel scratched
 No. Of Passenger (Including Driver) -

PASSENGER 1

Name UNKNOWN
 Gender Female

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Best Regards,

Elliana Ali
Claims Officer
Claims Department
Fax : 6383 7626
DID : 6383 7024

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 1 March 2022 6:51 pm
To: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: 20/21/21/VC05/024730

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**Without Prejudice
Save as to Costs**

Dear Sirs/Mdm

We acknowledge receipt of your LOD.

We are investigating your claim and will reply to you substantively soon.

In the meantime, please furnish us with the following:-

1. We are unable to arrive at your COR for \$5,285.80 and would appreciate if you can enlighten us on the calculation/supporting docs.
2. Colour photographs of damage to your vehicle and accident scene
3. Survey Report
4. Video recording, if any
5. Police Investigation result, if any

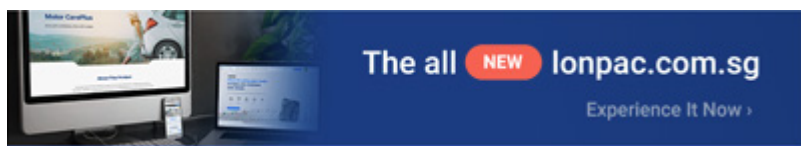
Thank you.

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



"In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused".

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

From: Ellianaeldahwati Binte Mohd Ali <ellianaewbma@sbstransit.com.sg>

Sent: Monday, 28 February 2022 3:11 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: SBS REF: IP 202102638 /RC/EA ---- YOUR REF: TBA - REMINDER

WITHOUT PREJUDICE

Dear Sirs,

REMINDER

ACCIDENT INVOLVING SG 5320G AND YN 8362H ON 26.06.2021

We refer to the above matter.

We have yet to receive your acknowledgement to our letter of demand dated 13.09.2021.- Please see attached.

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Best Regards,

Elliana Ali
Claims Officer
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Fax : 6383 7626
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SBS Transit Ltd [Registration No. 199206653M]

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