

RE: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Esther Lim <EstherLim@msfirstcapital.com.sg>

Mon 23/5/2022 12:09 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>

Dear Denise

Your email below refers.

We are pleased to authorise OD repairs at \$97,287.96 (net of excess \$50,000.00) plus GST (if any).

Thank you.

Regards
Esther Lim
Motor Claims

MS First Capital Insurance Ltd | 36 Robinson Road, City House, #16-01 Singapore 068877 | Tel: 6507 3848

Fax: 6507 3849 | Company Reg. No. 195000106C

A Member of **MS&AD INSURANCE GROUP****Change of email address**EstherLim@msfirstcapital.com.sg

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Sent:** Thursday, 12 May 2022 10:33 AM**To:** Esther Lim <EstherLim@msfirstcapital.com.sg>**Cc:** Henry Kao <HenryKao@msfirstcapital.com.sg>**Subject:** Re: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Esther,

Since Tower Transit able to provide the documents.

Alternative, we have used the open market value to calculate an estimated value.

Enclosed Preli Advise and other documents for your review.

Best Regards,

Denise Tay | Case Handler**LKK Auto Consultants Pte Ltd**Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Esther Lim <EstherLim@msfirstcapital.com.sg>
Sent: Wednesday, 11 May 2022 10:45 am
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>
Subject: FW: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Denise

We refer to our tele-conversation.

We regret to advise that we are unable to approve on the repairs cost.

Please obtain the Book Value/Market value from our Insured and advise us on the nett value so as to determine whether the vehicle is economical for repair.

Thank you.

Regards
Esther Lim
Motor Claims

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, 10 May 2022 1:13 PM
To: Esther Lim <EstherLim@msfirstcapital.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Harminder Kaur <Harminder@msfirstcapital.com.sg>
Subject: Re: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Sir/Madam,

Enclosed documents for your review

We are unable to provide any Book/Market Value as repairer M/S: Tower Transit unable to provide the purchase invoice.

According to them, they are unable to provide as this is under LTA property.

Please let us have your approval.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Esther Lim <EstherLim@msfirstcapital.com.sg>
Sent: Friday, 6 May 2022 2:20 pm
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Harminder Kaur <Harminder@msfirstcapital.com.sg>
Subject: RE: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Dennis

Insured Est. Value : MARKET VALUE AT THE TIME OF LOSS

Excess: SGD50,000.00 SECTION I (OWN VEHICLE DAMAGE) ANY ONE OCCURRENCE

Thank you.

Regards
Esther Lim
Motor Claims

MS First Capital Insurance Ltd | 36 Robinson Road, City House, #16-01 Singapore 068877 | Tel: 6507 3848

Fax: 6507 3849 | Company Reg. No. 195000106C

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 6 May 2022 1:26 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Harminder Kaur <Harminder@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Esther Lim <EstherLim@msfirstcapital.com.sg>
Subject: RE: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Sir/Madam,

We would like to check if there is any sum insured in the policy

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 18 March 2022 1:06 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Harminder@msfirstcapital.com.sg; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: EstherLim@msfirstcapital.com.sg
Subject: Re: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Sir/Madam,

Please be informed that we have inspected the vehicle SMB5063X

We are pending estimate from repairer, once received will revert back

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Friday, 11 March 2022 10:24 am

To: Harminder@msfirstcapital.com.sg <Harminder@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: EstherLim@msfirstcapital.com.sg <EstherLim@msfirstcapital.com.sg>

Subject: RE: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Haminder,

Thank you for the assignment.

Best Regards,

Yan | 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)

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 10 March 2022 8:22 PM

To: assignments

Subject: FW: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Hi

Kindly assist.

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: Harminder Kaur [<mailto:Harminder@msfirstcapital.com.sg>]
Sent: Thursday, March 10, 2022 4:39 PM
To: Admin A <admin-a@lkkauto.com>; Esther Lim <EstherLim@msfirstcapital.com.sg>
Cc: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>; Susan Koh <susan_koh@ajg.com>
Subject: D22000550MFBP/TT/EL OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Dear Sirs,

Enclosed is our survey assignment.

Thank You.

Best Regards,
Harminder Kaur
Motor Claims

MS First Capital Insurance Ltd
A Member of **MS&AD** Insurance Group

36 Robinson Road, #16-01 City House, Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C

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From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Thursday, 10 March 2022 3:52 PM
To: Motor_Claims <Motor_Claims@msfirstcapital.com.sg>; Esther Lim <EstherLim@msfirstcapital.com.sg>
Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>; Susan Koh <susan_koh@ajg.com>
Subject: OD CLAIM SURVEY FOR ACCIDENT INVOLVING SMB5063X AND YP5047C & XD2383B

Hi Esther

Kindly arrange for OD Survey for SMB5063X.
Engineering department estimated the parts price will be around \$85K excluding labour & spray painting.
We are still waiting for supplier to forward us the parts prices as some parts are out of stock.
Appreciate if you could arrange for surveyor to take photos of the bus first and when the exact part price is ready, we will forward your surveyor the prices.

SMB5063X current location is at :

MANDAI DEPOT

Address : 310 Mandai Rd, Singapore 779404

Contact Person : Lynn Ahmad @ 9199 0025

➤ *Body & Paint* : Sam @ 9762 9168

➤ *Manager* : Fredrick @ 9073 6389

➤ *Workshop Manager* : - Alvin @ 8498 1515

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg



Tower Transit Singapore Pte Ltd
21 Bulim Drive, Bulim Bus Depot, Singapore 648170
Registration number 201419417K
www.towertransit.sg

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