

Veron Chen (LKKAUTO)

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Thursday, 1 June 2023 11:21 AM
To: Veron Chen (LKKAUTO); SUR
Cc: Pearline Cher
Subject: RE: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

Hi Veron
We agree with below offer

~ \$105,266.44 (before GST & excess \$50,000) with 7 working days

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims
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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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Tuesday, May 30, 2023 5:20 PM
To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>; SUR <sur@lkkauto.com>
Cc: Pearline Cher <Pearline.cher@towertransit.sg>
Subject: RE: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

[EXTERNAL EMAIL]

Dear Lynn,

“Without Prejudice”

We will be advising our Principal a cost of repair of \$105,266.44 (before excess \$50,000) with 7 days of repair, subject to their approval.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Sent: Tuesday, May 30, 2023 9:30 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Pearline Cher <Pearline.cher@towertransit.sg>

Subject: RE: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

Hi Veron

Please find attached photos.

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg



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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Friday, May 12, 2023 1:20 PM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>; SUR <sur@lkkauto.com>

Cc: Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Pearline Cher <Pearline.cher@towertransit.sg>

Subject: RE: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

[EXTERNAL EMAIL]

Dear Lynn,

As instructed by our client , please proceed to repair the **insured vehicle SMB 8030X at \$55,266.44** after less of the OD excess of \$50,000.00 being applicable.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Sent: Thursday, May 4, 2023 3:06 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Pearline Cher <Pearline.cher@towertransit.sg>

Subject: RE: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

Hi Veron

Can please increase the labour from 5 days to 7 days.

Thank You

Best Regards

Bazlin Ahmad

Senior Executive, Claims

Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg



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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, May 3, 2023 4:26 PM
To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>; SUR <sur@lkkauto.com>
Cc: Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Pearline Cher <Pearline.cher@towertransit.sg>
Subject: FW: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

[EXTERNAL EMAIL]

Dear Lynn,

As instructed by our client, please proceed to repair the **insured vehicle SMB 8030X at \$53,966.44** after less of the OD excess of \$50,000.00 being applicable.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Saturday, March 25, 2023 2:55 PM
To: Henry Kao <HenryKao@msfirstcapital.com.sg>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>; Wu Tzu Ying

<Wu.Zy@towertransit.sg>; Pearline Cher <Pearline.cher@towertransit.sg>

Subject: OD CLAIM FOR ACCIDENT INVOLVING SMB8030X & UNKNOWN OBJECT ON 27022023

Dear Henry & Vic

Please find attached GIA report & repair estimate.
Appreciate if you could arrange for survey soonest.

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg



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

Sent: Thursday, March 2, 2023 2:25 PM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Subject: RE: SMB8030X & SMB1540L on 27022023

[EXTERNAL EMAIL]

Hi Lynn,

You may wish to report the accident and let us have the repair estimates for us to appoint our surveyors to look into the consistency of the damages for both matters.

Best Regards,

Henry Kao
Assistant Manager

MS First Capital Insurance Ltd

16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

D: 6507 3584 | O: 6507 3848 | F: 6507 3849

Website <http://www.msfirstcapital.com.sg>

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From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Sent: Thursday, March 2, 2023 2:01 PM

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

Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

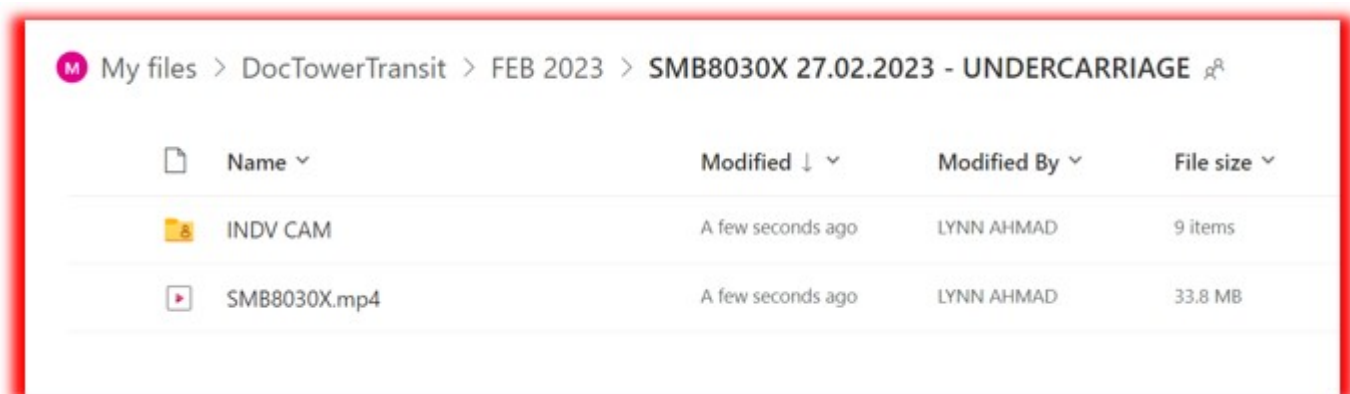
Subject: RE: SMB8030X & SMB1540L on 27022023



Hi Henry

I've viewed the CCTV and could not identify the cause of undercarriage damages.

I've uploaded the CCTV at the shared drive.

Please advise if we still able to claim OD for this case.



M My files > DocTowerTransit > FEB 2023 > SMB8030X 27.02.2023 - UNDERCARRIAGE				
	Name ▾	Modified ↓ ▾	Modified By ▾	File size ▾
	INDV CAM	A few seconds ago	LYNN AHMAD	9 items
	SMB8030X.mp4	A few seconds ago	LYNN AHMAD	33.8 MB

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg



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From: Henry Kao <HenryKao@msfirstcapital.com.sg>
Sent: Tuesday, February 28, 2023 4:52 PM
To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Vic Alpeh S. Sanghila <VicSanghila@msfirstcapital.com.sg>
Subject: RE: SMB8030X & SMB1540L on 27022023

[EXTERNAL EMAIL]

Hi Lynn,

Yes, the Section 1 excess is \$50,000.00, before GST, per vehicle.

Best Regards,

Henry Kao
Assistant Manager

MS First Capital Insurance Ltd
16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

D: 6507 3584 | O: 6507 3848 | F: 6507 3849
Website <http://www.msfirstcapital.com.sg>

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From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Tuesday, February 28, 2023 4:01 PM
To: Henry Kao <HenryKao@msfirstcapital.com.sg>
Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Vic Alpeh S. Sanghila <VicSanghila@msfirstcapital.com.sg>
Subject: RE: SMB8030X & SMB1540L on 27022023

Dear Henry
May I confirm excess will be \$50k per bus before GST ?

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg



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

Sent: Tuesday, February 28, 2023 3:30 PM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Subject: RE: SMB8030X & SMB1540L on 27022023

[EXTERNAL EMAIL]

Hi Lynn,

With the information given in your preceding email, the damages to both buses is claimable under Section 1 on the policy.

Please note that the policy excess is applicable for damages claimed under Section 1.

Please let us have the accident reports and the repair estimates in order for us to appoint our surveyors.

Best Regards,

Henry Kao
Assistant Manager

MS First Capital Insurance Ltd

16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

D: 6507 3584 | O: 6507 3848 | F: 6507 3849

Website <http://www.msfirstcapital.com.sg>

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From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Tuesday, February 28, 2023 3:01 PM
To: Henry Kao <HenryKao@msfirstcapital.com.sg>
Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>
Subject: SMB8030X & SMB1540L on 27022023

Dear Henry

SMB8030X & SMB1540L drove over uneven road and damaged the undercarriage.
Our engineering dept has done some check and found out both gear box and propshaft are badly damaged.
May I check with you if we can claim OD for both buses

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims
Mobile +65 9199 0025
Email bazlin.ahmad@towertransit.sg



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From: Sengyong Chan <Sengyong.Chan@towertransit.sg>
Sent: Monday, February 27, 2023 8:05 PM
To: TT-SG-SAFETY-MANDAI <TT-SG-SafetyMandai@towertransit.sg>
Cc: TT-SG-Mandai Interchange Supervisors <tt-sg-mandaiinterchangesupervisors@towertransit.sg>; TT-SG-Mandai Depot Supervisors <tt-sg-mandaidepotsupervisors@towertransit.sg>; TT-SG-Mandai Egr Supervisors <tt-sg-mandaiEgrSupervisors@towertransit.sg>; Han How Kee <HowKee.Han@towertransit.sg>; Lucas Kwan <Lucas.Kwan@towertransit.sg>; Sharifah Rahmah Alsagoff <sharifah.alsagoff@towertransit.sg>; Muhammad Faizal Bin Abdullah <Faizal.Abdullah@towertransit.sg>; TT-SG-Service Controllers <TT-SG-ServiceControllers@towertransit.sg>
Subject: CAT 2 Accident Report BC13491 Svc858 SMB1540L on 27022023

Attached is CAT 2 Accident Report

Regards,

Mike

Service Controller

Mobile +65 8657 2739

Office +65 6817 1732

Email Sengyong.chan@towertransit.sg

<< RTF: Rich object >>

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

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