

Shiau Chan (LKKAuto)

**From:** Gim Chye TAY (SCDF) <TAY\_Gim\_Chye@scdf.gov.sg>  
**Sent:** Wednesday, 24 May 2023 1:24 PM  
**To:** Shiau Chan (LKKAuto); SUR; assignments; Report  
**Subject:** RE: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Hi, pls use SCDF REF 2023 - 35

Yours sincerely,

**Ralf Tay Gim Chye**  
Accident Claims Officer  
Logistics Department  
Singapore Civil Defence Force  
91 Ubi Avenue 4, Singapore 408827  
DID : +65 6848 xxxx | Fax : +65 6848 3651  
HP : +65 9743 5954



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**From:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Sent:** Wednesday, 24 May 2023 11:09 am  
**To:** Gim Chye TAY (SCDF) <TAY\_Gim\_Chye@scdf.gov.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Report <report@lkkauto.com>  
**Subject:** RE: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Dear Ralf,

Kindly provide us the claim reference.

Best Regards,

**Shiau Chan (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Wednesday, May 24, 2023 10:17 AM  
**To:** Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Report <[report@lkkauto.com](mailto:report@lkkauto.com)>  
**Subject:** RE: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Dear Ralf,

Please be informed that we are in the midst of preparing report.

Dear Reports Team,

Kindly expedite.

Best Regards,

**Shiau Chan (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>  
**Sent:** Wednesday, May 24, 2023 8:57 AM  
**To:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Hi, could I have the report, thank you.

Yours sincerely,

**Ralf Tay Gim Chye**  
Accident Claims Officer  
Logistics Department  
Singapore Civil Defence Force  
91 Ubi Avenue 4, Singapore 408827



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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Sent:** Tuesday, 28 March 2023 1:09 pm

**To:** Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Dear Ralf,

Thank you for the assignment.

Best Regards,

**Yan** | 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)

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**From:** Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>

**Sent:** Tuesday, March 28, 2023 11:16 AM

**To:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Cc:** [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com); Sarah Ong <[sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)>; Taxis Customer Service <[taxiscs@stengg.com](mailto:taxiscs@stengg.com)>

**Subject:** RE: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Dear Olivia and Yan,

Please liaise with the workshop to conduct survey, thank you.

Yours sincerely,

**Ralf Tay Gim Chye**

*Accident Claims Officer*

*Logistics Department*

**Singapore Civil Defence Force**

91 Ubi Avenue 4, Singapore 408827

DID : +65 6848 xxxx | Fax : +65 6848 3651

HP : +65 9743 5954



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**From:** Sarah Ong <[sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)>

**Sent:** Tuesday, 28 March 2023 11:08 am

**To:** Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>; Taxis Customer Service <[taxiscs@stengg.com](mailto:taxiscs@stengg.com)>

**Cc:** [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com); SCDF Feedback (SCDF) <[SCDF\\_Feedback@scdf.gov.sg](mailto:SCDF_Feedback@scdf.gov.sg)>

**Subject:** Re: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

#### **Without Prejudice**

Dear MX Ralf

We are agreeable to your appointed surveyor.

For survey matters, please inform LKK to liaise with our Workshop Service Advisor (Loong - 9689 1857), who is copied in this email. Kindly keep us in the loop for the claim follow-up.

Dear Loong

Please assist to link up with LKK and provide the estimate.

**Please Cc:** [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com) in all correspondence.

Thanks & regards,

Sarah

Claims Dept.

Ding Automotive Pte Ltd

2 Pereira Road | #04-02, 2Connectt@TS | Singapore 368024

T: (+65) 9239 4128 | E: [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)

On Tue, 28 Mar 2023 at 11:00, Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)> wrote:

Without Prejudice

Dear Sarah

Our appointed surveyor is LKK, please advise whether you are agreeable on our appointed surveyor. If so, I will get them to liaise directly with you. Thank you.

Yours sincerely,

**Ralf Tay Gim Chye**

Accident Claims Officer

Logistics Department

Singapore Civil Defence Force

91 Ubi Avenue 4, Singapore 408827

DID : +65 6848 xxxx | Fax : +65 6848 3651

HP : +65 9743 5954



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**From:** Sarah Ong <[sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)>  
**Sent:** Tuesday, 28 March 2023 10:16 am  
**To:** Muhd Raiyan ISA (HTX) <[Muhd\\_Raiyan\\_ISA@htx.gov.sg](mailto:Muhd_Raiyan_ISA@htx.gov.sg)>  
**Cc:** SCDF MED Feedback (SCDF) <[SCDF\\_MED\\_Feedback@scdf.gov.sg](mailto:SCDF_MED_Feedback@scdf.gov.sg)>; Gim Chye TAY (SCDF) <[TAY\\_Gim\\_Chye@scdf.gov.sg](mailto:TAY_Gim_Chye@scdf.gov.sg)>; Chea Hui GAN (SCDF) <[GAN\\_Chea\\_Hui@scdf.gov.sg](mailto:GAN_Chea_Hui@scdf.gov.sg)>; JANICE LEE (SCDF) <[Janice\\_LEE@scdf.gov.sg](mailto:Janice_LEE@scdf.gov.sg)>; [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com); SCDF Feedback (SCDF) <[SCDF\\_Feedback@scdf.gov.sg](mailto:SCDF_Feedback@scdf.gov.sg)>  
**Subject:** Re: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Without Prejudice

Dear Raiyan

MX Ralf Tay may contact me at 9855 5811 or 9239 4128.

Please Cc: [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com) in all correspondence.

Thanks & regards,

Sarah

Claims Dept.

Ding Automotive Pte Ltd

2 Pereira Road | #04-02, 2Connectt@TS | Singapore 368024

T: (+65) 9239 4128 | E: [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)

On Tue, 28 Mar 2023 at 10:06, Muhd Raiyan ISA (HTX) <[Muhd\\_Raiyan\\_ISA@htx.gov.sg](mailto:Muhd_Raiyan_ISA@htx.gov.sg)> wrote:

Hi everyone, MX Ralf Tay (@Gim Chye TAY (SCDF)) will be handling this claim.

Mdm Sarah, Ralf will get in touch with your side soon.

Raiyan Isa

Head Vehicles

Platforms Systems Sustainment Centre

Logistics Department | Singapore Civil Defence Force

HP: 9047 7269 | 8101 9817



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**From:** SCDF MED Feedback (SCDF) <[SCDF\\_MED\\_Feedback@scdf.gov.sg](mailto:SCDF_MED_Feedback@scdf.gov.sg)>  
**Sent:** Tuesday, 28 March 2023 9:55 am  
**To:** Sarah Ong <[sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)>  
**Cc:** Chea Hui GAN (SCDF) <[GAN\\_Chea\\_Hui@scdf.gov.sg](mailto:GAN_Chea_Hui@scdf.gov.sg)>; JANICE LEE (SCDF) <[Janice\\_LEE@scdf.gov.sg](mailto:Janice_LEE@scdf.gov.sg)>; Muhd Raiyan ISA (HTX) <[Muhd\\_Raiyan\\_ISA@htx.gov.sg](mailto:Muhd_Raiyan_ISA@htx.gov.sg)>; [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com); SCDF Feedback (SCDF) <[SCDF\\_Feedback@scdf.gov.sg](mailto:SCDF_Feedback@scdf.gov.sg)>  
**Subject:** FW: [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

Dear Mdm,

We refer to your email dated 28 March 2023.

CPT Gan & LTA Janice will be assisting in the matter.

Thank you.

Best regards,



**Rafidah Ibrahim (Ms)**

SO EMS Operations Management  
Emergency Medical Services Department  
Singapore Civil Defence Force

DID: (65) 6848 3561

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**From:** Sarah Ong <[sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)>  
**Sent:** Tuesday, 28 March 2023 9:29 am  
**To:** SCDF MED Feedback (SCDF) <[SCDF\\_MED\\_Feedback@scdf.gov.sg](mailto:SCDF_MED_Feedback@scdf.gov.sg)>  
**Cc:** Kelly Ding <[kelly@dingautomotive.com](mailto:kelly@dingautomotive.com)>; Motor Claims <[claims@dingautomotive.com](mailto:claims@dingautomotive.com)>; Taxis Customer Service <[taxiscs@stengg.com](mailto:taxiscs@stengg.com)>  
**Subject:** [URGENT] Motor Claim: Accident Involving Accident Involving SHA8472T & QX2507P on 23.03.2023

**Without Prejudice**

Dear Sir/Mdm

We refer to the attached Accident Statement involving your ambulance QX2507P on 23 Mar 2023.

Please advise who is the insurer for your vehicle and the email to send for a survey of our vehicle damage for claims purposes.

As our vehicle is a taxi under CityCab's fleet, there is downtime rental running and driver's daily loss of income to be considered. Hence, kindly assist urgently.

*Please Cc: [kelly@dingautomotive.com](mailto:kelly@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com) in all correspondence.*

Thanks & regards,

**Sarah**

**Claims Dept.**

**Ding Automotive Pte Ltd**

2 Pereira Road | #04-02, 2Connect@TS | Singapore 368024

T: (+65) 9239 4128 | E: [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)