

EzLyna (LKKAuto)

From: Ong Hua Yen (Strides Automotive Services Pte Ltd)
<HuaYen.Ong@stridespremier.com.sg>
Sent: Wednesday, 5 July 2023 4:58 PM
To: Admin A; CS A Team
Cc: Chong Fei Yuan (Strides Automotive Services Pte Ltd); Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd); Tan Wei Teck (Strides Automotive Services Pte Ltd); Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); Foo Chit Yan (Strides Automotive Services Pte Ltd)
Subject: OUR REF:BUS/04/23/5020(AIG) - ACCIDENT ON 13/04/23 INVOLVING SMB3576X AND SJC6500A ALONG Junction of Senja Road and Bukit Panjang Ring Road before BS: 44721 (Opp Jelapang Stn)
Attachments: BUS 04 23 5020 GEARS.pdf; BUS 04 23 5020 INV.pdf; BUS 04 23 5020 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB3576X. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$2,400.00
Loss of Use	\$1,050.00 (3 days x \$350.00)
GEARS search fee	\$1.85
Total	\$3,451.85

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) 3) GEARS Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards
Hua Yen

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Customer Code: 3000066

SMRT BUSES LTD

Block Unit

209 KRANJI ROAD
SINGAPORE 739484

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV230600024
Date : 07.06.2023
Vehicle No. : SMB3576X
Your Ref No. : BUS/04/23/5020
Our Ref No. : 24118324
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,400.00
GRAND TOTAL					\$ 2,400.00

Remark :

Make/Model : ENVIRO 500
Accident Date : 13.04.2023

Payment Instructions

· By Cheque: Crossed and made payable to "Strides
Automotive Services Pte. Ltd." with invoice no. indicated on
the reverse side. No receipt will be issued unless requested.

· By Bank Transfer:
· Account Name : Strides Automotive Services Pte. Ltd.
· Bank Name : DBS Bank Ltd - SGD
· Bank Account No.: 018-008617-4
· Swift Code : DBSSSGSG

Koo Yew Chung
Koo Yew Chung (Jun 7, 2023 14:49 GMT+8)

Authorised Signature
for Strides Automotive Services Pte. Ltd.

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SJC6500A

Date of Accident

13/04/2023



Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **26/09/2022 - 25/09/2023**Requested By **BALQISH BINTE ABDUL HALIL (...)**Requested Date **25/04/2023 16:49****Payment details**Request Amount: **S\$1.85**GST Amount: **S\$0.15**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**

EzLyna (LKKAuto)

From: EzLyna (LKKAuto)
Sent: Thursday, 8 June 2023 10:03 am
To: wlwl9116@hotmail.com
Cc: Admin A
Subject: ACCIDENT INVOLVING SJC6500A (AIG) AND SMB3576X AT/ALONG BUKIT PANJANG RING ROAD ON 13/04/2023

Dear Lim Wee Lam,

Our Ref: CC3/AIG23004498/Tya3

ACCIDENT INVOLVING SJC6500A (AIG) AND SMB3576X AT/ALONG BUKIT PANJANG RING ROAD ON 13/04/2023

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from **SMB3576X** against your insurance policy.

Both parties involved have given conflict of version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to proof that we should not settle the third-party claim, kindly let us have them in writing within the next 10 days i.e. by 18th June 2023, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

**I am working from home till 09.06.2023. If you wish to contact me, pls whatsapp call at 80287880 or email.*

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

EzLyna (LKKAuto)

From: EzLyna (LKKAuto)
Sent: Friday, 14 July 2023 10:37 AM
To: Ong Hua Yen (Strides Automotive Services Pte Ltd)
Cc: Chong Fei Yuan (Strides Automotive Services Pte Ltd); Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd); Tan Wei Teck (Strides Automotive Services Pte Ltd); Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); Admin A; Foo Chit Yan (Strides Automotive Services Pte Ltd)
Subject: RE:REJECT CLAIM / OUR REF:BUS/04/23/5020(AIG) - ACCIDENT ON 13/04/23 INVOLVING SMB3576X AND SJC6500A ALONG Junction of Senja Road and Bukit Panjang Ring Road before BS: 44721 (Opp Jelapang Stn)
Attachments: Scene Photo 1.jpg; Scene Photo 2.jpg; Scene Photo 3.jpg

Without Prejudice

Dear Sirs,

We refer to the above matter.

Pls find enclosed herewith scene photos taken by our insured right after the accident. Based on scene photos, your driver encroached into our insured's path when making a right turn.

We are unable to consider this claim and have our principal's instruction to reject it.

Thank you.

With warmest regards,
Ezlyna

From: Ong Hua Yen (Strides Automotive Services Pte Ltd) <HuaYen.Ong@stridespremier.com.sg>
Sent: Wednesday, July 5, 2023 4:58 PM
To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: Chong Fei Yuan (Strides Automotive Services Pte Ltd) <FeiYuan.Chong@stridespremier.com.sg>; Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd) <Balqish.Halil@stridespremier.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@stridespremier.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@stridespremier.com.sg>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <ChitYan.Foo@stridespremier.com.sg>
Subject: OUR REF:BUS/04/23/5020(AIG) - ACCIDENT ON 13/04/23 INVOLVING SMB3576X AND SJC6500A ALONG Junction of Senja Road and Bukit Panjang Ring Road before BS: 44721 (Opp Jelapang Stn)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB3576X. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

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Loss of Use	\$1,050.00 (3 days x \$350.00)
GEARS search fee	\$1.85

Total	\$3,451.85
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We enclose the following documents,

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- 3) GEARS Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards

Hua Yen

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EzLyna (LKKAuto)

From: Chew, Yvonne <Yvonne.Chew@aig.com>
Sent: Wednesday, 12 July 2023 4:31 PM
To: EzLyna (LKKAuto)
Cc: Admin A
Subject: RE: YR REF: 8679388408SG - SJC6500A / OUR REF: CC3/AIG23004498/Tya3 -SMB3576X / DOA:13.04.2023

Dear Ezlyna,

Please proceed to reject this claim.

Yvonne Chew

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way #10-16 Singapore 079120
Tel +(65) 6419-1881

www.AIG.sg

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From: EzLyna (LKKAuto) <ezlyna@lkkauto.com>
Sent: Friday, 7 July 2023 8:53 am
To: Chew, Yvonne <Yvonne.Chew@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] YR REF: 8679388408SG - SJC6500A / OUR REF: CC3/AIG23004498/Tya3 -SMB3576X / DOA:13.04.2023

This message is from an external sender; be cautious with links and attachments.

Dear Yvonne,

We refer to the above matter.

Pls find enclosed herewith 3 scene photos taken by our insured after the collision (uploaded in Merimen).

Based on scene photos, our insured (called & confirmed with OI) was in stationary position when third party (bus) making a wide right turn & encroached into OI's path. As such we would like to seek your approval to reject TP claim.

Thank you.

*I am working from home till 07.07.2023. If you wish to contact me, pls whatsapp call at 80287880 or email.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

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