

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 7 July 2023 10:55 AM
To: nirzahan@sbstransit.com.sg
Cc: Linda Yeung Fook Mooi
Subject: RE: 1 LOD attached: Our Ref no. IP 2023-2446T-RC-ND

WITHOUT PREJUDICE

Dear Sirs,

Thank you for your email.

Please provide/ submit a copy of your video footage for our review.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Linda Yeung Fook Mooi <lindayeung@sbstransit.com.sg>
Sent: Friday, July 7, 2023 9:27 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: 1 LOD attached: Our Ref no. IP 2023-2446T-RC-ND

Without Prejudice

Dear Sir,

We enclosed LOD attachment.

Please **follow-up with claims officer** stated in our LOD related to offer or any other issues **after you have received this LOD.**

For future correspondence, please reply to nirzahan@sbstransit.com.sg

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

Hence, we will not mail any hard copies.

Thank you
Best regards,
Linda
Claims Department
DID: 63837747
Fax: 63837626

By submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim, or redirecting it to the appropriate parties for the purpose of its resolution. This may include disclosing and sharing your personal data with our service providers and/or other insurers, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws, or redirecting your claim to any other appropriate party for said purpose (collectively, "the Purpose"). We may need to disclose or share your personal data with parties sited outside Singapore for this Purpose. If you do not agree with the above, kindly let us know immediately.

Kindly note that this response is not to be taken as an admission of liability.

If you have any query, please contact the undersigned or at 63837953. Alternatively, you may write to us at claimscontrol@comfortdelgro.com.

"NOTICE ON COVID-19"

Please be informed that we are currently may 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.

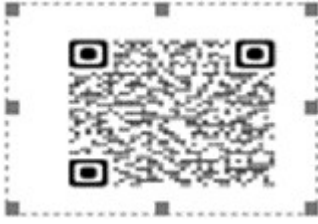
I am contactable through my email or to claimscontrol@comfortdelgro.com for urgent matters, please do not hesitate to reach out through DID; 63837953.

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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SBS Transit Ltd [Registration No. 199206653M]