

Our Ref: 00218/14/AL

WITHOUT PREJUDICE

2 July 2014

Mr Tan Tian Kit  
Blk 986A #09-48  
BuangKok Crescent  
Singapore 531986

Claims Control Tel : 63837953  
Fax: 63837626

Dear Mr Tan

**SBS 8692 B ON 7.1.14**

We are sorry to hear of your injury and the inconvenience and distress that have resulted from the incident. We hope you are now feeling better.

Under the law, commuters are obliged to look out for their own safety during the bus travel. As sudden jerks and jolts are not unusual in a public transportation vehicle, the law requires the travelling passengers to fulfill his own duty of care.

Nonetheless, we can understand the pain you encountered was unfortunate. To show our goodwill, we are prepared to offer a global sum of XXXX in full and final settlement.

If the above offer is acceptable, please arrange for the enclosed Discharge Voucher to be signed before a witness. Thereafter, please return it together with the following ticked documents :

- |                                       |   |
|---------------------------------------|---|
| 1) a copy of your IC (front and back) | ( <input checked="" type="checkbox"/> ) |
| 2) all original medical bills         | ( <input type="checkbox"/> )            |
| 3) your child's birth certificate     | ( <input type="checkbox"/> )            |

Upon receipt of the above documents, we will proceed to process payment. The witness' particulars must also be furnished.

We appreciate your patience in this matter.

We also take this opportunity to wish you well.

Yours faithfully,

Alice Liow  
Executive  
Claims Department

Encl

*We are committed to excellence. For our continual improvement, please contact Ms Tracy Tan at [tracytan@sbstransit.com.sg](mailto:tracytan@sbstransit.com.sg) if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.*