

Our Ref: 00887/14/AL

02 July 2014

WITHOUT PREJUDICE

Mr For Ah Kow
Blk 209 #07-334
Pasir Ris St 21
Singapore 510209

Dear Mr For

ACCIDENT INVOLVING SBS 3029 A / COMMUTER ON 12.2.14

We refer to the letter from Mr Zainal Bin Sapari, MP for Pasir Ris- Punggol GRC, dated 14 April 2014.

We also refer to our reply of 10 April 2014. As mentioned therein, a thorough investigation was conducted which included the viewing of the CCTV footage. You lost your balance and fell while ascending to the upper deck of the moving bus without holding onto the handrail.

Under the law, as slight jerks are inevitable, a passenger travelling in a moving bus is expected to exercise due care for his/her safety by holding to handrails which are available in the bus.

Based on the objective facts of this case, we are unable to find any negligence on the part of our bus captain. We are therefore unable to admit your claims for compensation.

As for your original medical receipts and medical reports, we regret to inform you that our records do not show that we have received them. We have checked with our service personnel at Pasir Ris Interchange but to no avail.

However we are prepared to conduct a further investigation if you are able to furnish us with the following information:

- 1) The name of the person whom you passed the documents to at Pasir Ris Bus Interchange on 19 February 2014
- 2) Time of visit at the Interchange

Yours faithfully

Grace Yeo
Assistant Vice President
Claims Department

cc Mr Zainal Bin Sapari– Member of Parliament, Pasir Ris –Punggol GRC
Your Ref: PRE/140414/30A

Kindly direct all correspondence to Claims Department at 205 Braddell Road, 2nd Floor East Wing, Singapore 579701, facsimile number 6383 7626. Correspondence not sent to this given address or faxed to this given facsimile number will experience delay in response.