

WITHOUT PREJUDICE

Dear xxxx

Thank you for your email dated xxxx

Please be assured that this matter is receiving our attention and we will reply you as soon as we have completed our investigation.

In order for us to assess your claim accurately, please let us have the following details/ documents as indicated below:

Date and time of accident:

Place of accident:

Bus Service Number:

Bus Registration Number:

A brief description of the incident:

Police report/ police investigation result:

GIA/IDAC report: (to report accident within 24 hours)

Copy I/c:

Copy driving licence:

Repair bills:

Any other supporting documents:

Please note that the above request should not be construed as an admission of liability.

We appreciate your patience and understanding in this matter. If you have any query, please contact the undersigned at 63837953. Alternatively, you may write to us at claimscontrol@comfortdelgro.com

Thank you.

Linda Yeung
Claims Department

We are committed to excellence. For our continual improvement, please contact Ms Alice Liow at alichelby@comfortdelgro.com if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.