

Our Ref: IP «Reference\_No»/«CO»

8 July 2014

«Salutation» «Surname\_Name» «First\_Name»

«Address»

«Unit\_No»

Singapore «Postal»

**WITHOUT PREJUDICE**

Claims Department

Tel: 6383 7953

Fax: 6383 7626

Dear «Salutation» «Surname\_Name»

**ACCIDENT INVOLVING SBS «Bus\_No» (SVC «Svc\_No») &  
«THIRD\_PARTY» ALONG «ROAD\_NAME» ON  
«DATE\_OF\_ACCIDENT»**

We refer to the above matter and wish to inform you that we have received your documents on «Doc\_Received\_Date». This matter is receiving our attention and we will reply you as soon as we have completed our investigation.

We regret the inconvenience that you have been put through and we take this opportunity to wish you well.

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@comfordelgro.com](mailto:claimscontrol@comfordelgro.com).

Yours faithfully

Linda Yeung  
Claims Department

*Please direct all correspondence to the Claims Department at 205 Braddell Road, 2<sup>nd</sup> Level East Wing, Singapore 579701, fax number 6383 7626. We are committed to continual improvement. For quality control, please contact the Ms Alice Liow at [alichelby@comfordelgro.com](mailto:alichelby@comfordelgro.com) if you do not have a timely or proper closure to your issue. We welcome your feedback.*