

**Singapore Airlines  
Customer Service Centre  
No. 2 Orchard Turn  
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Singapore 238801**

**Mr Ong Beng Seng  
President  
Flying Eagle Hap Ki Do  
Association of Singapore  
No. 510 Geylang Road  
#02-01 The Sunflower  
Singapore 389466**

**16 October 2009**

**To: SIA (Singapore Airlines)**

**Re: Your compensation of \$4000 for the unpleasant incident that occurred to Leonie Tan during flight SQ285 from Singapore to Auckland on 26 January 2000**

I consider the compensation amount offered is not fair for this kind of incident. How would you feel if this incident involved your daughter or sister? Would you accept the compensation of \$4000?

The photograph that I would like to show you was taken the day following the incident. This photograph shows how the victim, Leonie Tan was seriously injured by your crew member who spilt boiling coffee of 100°C over her head. This resulted in Leonie crying and screaming for her mother for help.

Leonie Tan is a member of the demonstration team of the Flying Eagle Hap Ki Do Association of Singapore. Her parents, Martial Arts Association and MP, Mr Lim Hng Kiang have written approximately 20 letters regarding this incident to you. However, we have not received a positive response to the compensation amount. Your Airline should not use your lawyer to threaten this girl, who was only 11 years old at the time of the incident.

I hope we can settle this problem as soon as possible. We do not wish to publicize this terrible incident in the press or internet, however feel this may be necessary if we do not receive an agreeable outcome.

Yours faithfully



**Ong Beng Seng  
President  
Flying Eagle Hap Ki Do  
Association of Singapore**



**Tan Sar Bee Sunny  
Chief Instructor  
Flying Eagle Hap Ki Do  
Association of Singapore**