

Joy Irene (LKKAUTO)

From: Joy Irene (LKKAUTO)
Sent: Tuesday, 13 February 2018 4:13 PM
To: 'Andre Chow En De'
Cc: Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina; Tay Jian Ye; Admin A; CS A Team
Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK REF:CC3/III18001935/jb3

"WITHOUT PREJUDICE"

Dear Andre,

The lane is a "single lane", vehicles can either turn left or turn right.

Our insured is a long type of vehicle, considering its size and length, it need a wider space to make a right turn.

Our insured had already indicated his intention to make a right turn which was clearly seen in the video.

The collision could be avoided if your client driver did not move forward and waited, giving way to our insured vehicle to complete its turn.

As such, we maintain our opinion that your client coming from behind should give preference to the vehicle ahead of his and should exercise a proper lookout, maintaining a safety distance considering the size and length of the vehicle he was following from behind.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Andre Chow En De [mailto:andre.chow@cyclecarriage.com.sg]
Sent: Tuesday, 13 February 2018 11:09 AM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Cc: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK REF:CC3/III18001935/jb3

Dear Joy,

Thank you for the response.

Your insured had made a right turn on a 'left turn only' lane. He did not show clear intention as he had been signalling right yet turning into a left turn only lane.

How is my client able to deduce your insured's true intention? Based on this, we propose a 100% settlement in favour of my client.

Best Regards,

Andre Chow
Asst Manager - Aftersales Operations

Cycle & Carriage Singapore * 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 * F: +65 6565 1240 * H: +65 9144 9137 * www.cyclecarriage.com.sg

-----Original Message-----

From: Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]

Sent: Tuesday, 13 February, 2018 10:26 AM

To: Andre Chow En De

Cc: Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina; Tay Jian Ye; Admin A; CS A Team

Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK

REF:CC3/III18001935/jb3

"WITHOUT PREJUDICE"

Dear Andre,

We refer to the subject of this e-mail.

We have reviewed the video and we observed that:

1)the scene location is a single lane, dual carriage; 2)our insured was already ahead in a stationary position with signals on for his intention of turning; 3)your client vehicle was approaching from behind; 4)your client could see that our insured initiated and started the right turn first; 5)your client following, followed closely to our turning vehicle.

In view of the above, we are of the opinion that your client coming from behind should give preference to the vehicle ahead of his and should exercise a proper lookout, maintaining a safety distance considering the size of the vehicle he was following from behind.

As such, we further opine that your client is more to be blamed for causing the accident.

We regret to inform you that are instructed to deny liability.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Andre Chow En De [mailto:andre.chow@cyclecarriage.com.sg]

Sent: Monday, 5 February 2018 11:31 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;

Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;

Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto)

<vivianlau@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>

Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK

REF:CC3/III18001935/jb3

Dear Joy,

Any update?

Regards

Andre

-----Original Message-----

From: Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]

Sent: Friday, 2 February, 2018 11:49 AM

To: Andre Chow En De

Cc: Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina; Tay Jian Ye; Admin A; Vivian Lau (LKKAuto); Shu Pei (LKKAuto)

Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK

REF:CC3/III18001935/jb3

Dear Andre,

We refer to the above matter.

Please be informed that we are currently pending for our insured's report.

We will revert once we received and have reviewed the reports.

Hi Shu Pei,

Kindly assist to follow-up please.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Andre Chow En De [mailto:andre.chow@cyclecarriage.com.sg]

Sent: Friday, 2 February 2018 9:51 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;

Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;

Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto)

<vivianlau@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>

Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK

REF:CC3/III18001935/jb3

Dear Joy,

Thanks for the update.

Any news on the liability?

Regards

Andre

-----Original Message-----

From: Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]

Sent: Thursday, 1 February, 2018 1:03 PM

To: Andre Chow En De

Cc: Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina; Tay Jian Ye; Admin A; Vivian Lau (LKKAuto); Shu Pei (LKKAuto)

Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK

REF:CC3/III18001935/jb3

Dear Andre,

We refer to the above matter.

Please be informed that we are currently pending for our insured's report.

We will revert once we received and have reviewed the reports.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Andre Chow En De [mailto:andre.chow@cyclecarriage.com.sg]
Sent: Thursday, 1 February 2018 12:41 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK
REF:CC3/III18001935/jb3

Dear Joy,

Kindly revert with the liability.

Regards
Andre

-----Original Message-----

From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]
Sent: Wednesday, 31 January, 2018 4:38 PM
To: Andre Chow En De
Cc: Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina; Tay Jian Ye; Admin A; assignments; Joy Irene (LKKAuto); Vivian Lau (LKKAuto)
Subject: RE: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018 ***LKK
REF:CC3/III18001935/jb3

Dear Andre,

We refer to the above matter.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Joy at 6749 5792.

Our respective case handler will look into the matter and revert to you in due course.

Dear Assignments team,

Kindly arrange survey.

Thank you

To check availability of the case handler, you may contact the undersigned.

Best Regards,
Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Andre Chow En De [mailto:andre.chow@cyclecarriage.com.sg]

Sent: Wednesday, 31 January 2018 2:23 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;

Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;

Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>

Subject: INDIA INSURANCE TP CLAIM SLB8337Z AGAINST XD8006B DOA 30.01.2018

Dear Sir / Madam,

My client who is driving SLB8337Z want to claims against XD8006B which was insured by you.

Attach is the SAS report for your reference.

Please let me know the liability.

Kindly arrange for a survey as the vehicle is in.

Best Regards,

Andre Chow

Assistant Manager - Aftersales Operations Cycle and Carriage KIA Pte Ltd

KIA Customer Service Center

209 Pandan Gardens

Singapore 609339

TEL: (65) 6568 4555 | HP: (65) 9144 9137 | F: (65) 6569 1056

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