

Joy Irene (LKKAUTO)

From: Joy Irene (LKKAUTO)
Sent: Tuesday, 17 April 2018 4:02 PM
To: 'Catherine Koh Mui Gek'
Cc: Admin A; Vivian Lau (LKKAUTO)
Subject: RE: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

“WITHOUT PREJUDICE”

Dear Catherine,

We have forwarded your video footage to our principal M/s AXA.

Basing on the circumstances of the accident and the parties involved where our insured vehicle is an ambulance.

Our principal is of the view that our vehicle being on an urgent duty call (with the blinker and with a patient on board) have the right of way. All traffic shall on the approach of a vehicle like ambulance, draw in as close to the left-hand or right-hand edge of the roadway as possible and all vehicles shall be brought to a standstill to allow a clear passage for such vehicle. Furthermore, your taxi have filtered/changed lane whilst our vehicle on emergency duty was approaching.

In view of the above, we regret to inform you that we are unable to look into your claim.

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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From: Catherine Koh Mui Gek [mailto:catherinekoh@cdge.com.sg]
Sent: Thursday, 5 April 2018 12:11 PM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Subject: Fw: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

Dear Joy

Due to size of video footage, shall forward CD to your surveyor.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

----- Forwarded by Catherine Koh Mui Gek/cdge/delgronotes on 05/04/2018 12:10 PM -----

From: Catherine Koh Mui Gek/cdge/delgronotes
To: "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>
Date: 05/04/2018 12:08 PM
Subject: RE: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

Dear Joy

Attached as requested. Taxi lane change safely and was travelling straight for about 4 seconds when hit by your principal's insured. It was your principal's insured who failed to exercise caution, did not lane change only when safe to do so and initiated the accident. Kindly revert on our PD claim soonest.

[attachment "SHC1019E doa 10.2.18 (before collision).mov" deleted by Catherine Koh Mui Gek/cdge/delgronotes]

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Cc: Admin A <admin-a@lkkauto.com>, "Vivian Lau (LKKAuto)" <vivianlau@lkkauto.com>
Date: 05/04/2018 11:04 AM
Subject: RE: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

WITHOUT PREJUDICE

Dear Catherine,

It is vital to produce a full video to support your driver's claim and for our principal's consideration for a possible full liability settlement.

We are only requesting for a portion of your video clip which covered 20 seconds before collision for us to have a better understanding and to likewise established on how the accident occurred. This too is solely for a fair and reasonable assessment of liability.

Kindly send us this 20 seconds prior to the collision video clip evidence for a faster resolution of your driver's claim.

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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From: Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]
Sent: Thursday, 5 April 2018 10:48 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: RE: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

Dear Joy

There's no need for longer video footage. Even if taxi had lane change as reported by your principal's insured, it was already in its lane travelling straight for about 4 seconds when hit by your principal's insured. Accident scene photo clearly showed your principal's insured straddling lanes, confirmed he lane change and initiated the accident.

Kindly revert on our PD claim soonest.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Cc: Admin A <admin-a@lkkauto.com>, "Vivian Lau (LKKAuto)" <vivianlau@lkkauto.com>
Date: 05/04/2018 10:21 AM
Subject: RE: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

Dear Catherine,

We would like to request for a longer video clip covering 20 seconds before collision for verification.

Kindly send us a copy.

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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From: Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]
Sent: Thursday, 5 April 2018 9:57 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: Re: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E - (video/scene photo attached)

Dear Joy

Attached video footage/scene photo as requested. Kindly settle our PD claim as per BOLA S15.



Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Cc: Admin A <admin-a@lkkauto.com>, "Vivian Lau (LKKAuto)" <vivianlau@lkkauto.com>
Date: 02/04/2018 11:59 AM
Subject: T 0218/ SHC 1019E / WT ON 10.02.2018 / AXA SKK 7581E

“WITHOUT PREJUDICE”

Dear Catherine,

We are instructed by M/s AXA to obtain video from you in view of conflicting versions.

Kindly send us your video copy for liability review.

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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[attachment "SKK7581E - INSD (002).PDF.pdf" deleted by Catherine Koh Mui Gek/cdge/delgronotes]

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