

Hsiao Tong (LKKAuto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Thursday, 29 April 2021 12:02 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; claims-singapore
Subject: RE: <TP APPEAL ON REJECTION> RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Dear Hsiao Tong,

We have reviewed TP's video footage again. We agree with your view on this. Our insured was already in the main road, completely out of the stop line when TP collided into us in the midst of a U-turn.

Please reject the claim again.

Thank you.

Andrew Lim

Executive

Claims | Asia

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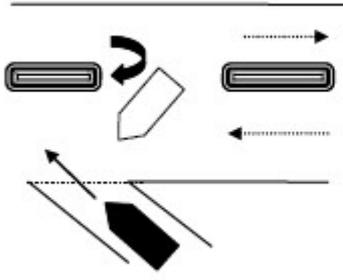
From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 28 April 2021 4:25 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: <TP APPEAL ON REJECTION> RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

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Dear Sirs/Mdm,

We refer to the above matter.

We have rejected third party claim. However third party disagreed on our rejection proposed to settle at 100% based on BOLA 11c.

11.	(c) 	<p>Vehicle X – Turning into Main Road</p> <p>Vehicle Y – U-turning</p> <p>*All U-turns (legal / illegal), or turns not prohibited by road markings.</p> <p>Reason: Vehicle approaching main road should exercise greater caution.</p>	100%	0%
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We have reviewed the matter and we maintain our view as per our email dated 31 October, 2019. Our Insured vehicle was already in the main road when TP driver made the U-turn. Furthermore, the location of the turning point of third party was ahead of our insured exit point, he should give way to our insured before attempt to make a U-turn.

Kindly let us have your comments/instruction in order for us to get back to third party, Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Andrew Lim [<mailto:andrew.lim@qbe.com>]

Sent: Tuesday, 24 March, 2020 5:17 PM

To: Vic (LKKAuto)

Cc: Admin A; claims-singapore

Subject: RE: <REJECTION APPROVAL> RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Dear Vic,

Please proceed to reject the claim.

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Tuesday, 24 March 2020 5:11 PM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: <REJECTION APPROVAL> RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Dear Andrew,

We refer to your below email.

Please be informed that we are in view that our Insured is not at fault and we are still pending for rejection approval from your side.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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From: Andrew Lim [<mailto:andrew.lim@qbe.com>]
Sent: Tuesday, 24 March, 2020 5:07 PM
To: Vic (LKKAuto)
Cc: Admin A; claims-singapore
Subject: RE: <REJECTION APPROVAL> RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Dear Vic,

Can you provide us with an update on this claim?

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Friday, 13 December 2019 3:58 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; syaheeda.othman@qbe.com; Vic (LKKAuto) <vicalpeh@lkkauto.com>; claims-singapore@qbe.com
Subject: <REJECTION APPROVAL> RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Dear Jenny,

We refer to our below email.

For your approval please.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)
Sent: Thursday, 31 October, 2019 8:37 AM
To: Jenny Toh
Cc: Admin A; Vic (LKKAuto); syaheeda.othman@qbe.com
Subject: RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Dear Jenny,

We refer to the subject matter.

Based on the attached TP video footage, it shows that our Insured vehicle was already in the main road when TP driver made the U-turn.

TP should have keep a proper lookout for vehicles on the opposite lane before making a U-turn.

As such, our Insured's version is more probable and that we would like to deny the TP claim.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Janice Goh Siew Geok [<mailto:janice.goh@qbe.com>]

Sent: Tuesday, 17 September, 2019 10:47 AM

To: Mei Kwan (LKKAuto)

Cc: Vic (LKKAuto); CS A Team; Admin A

Subject: RE: Direct Settlement - Accident Involving GBA2757H (OI : QBE - VC012969/JG) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

Hi Mei Kwan

Thank you for your email.

As requested, please find attached our insured's report for your kind attention.

Thank you.

Janice Goh

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 16 September 2019 4:27 PM

To: Jenny Toh <jenny.toh@qbe.com>; Janice Goh Siew Geok <janice.goh@qbe.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBA2757H (OI : QBE - TBA) and SHC6202J (TP : LKK REF - CC3/QBE19016029/K1ha3) on 09/09/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHC 6202J at M/s Premier Automotive Services Pte Ltd – Changi on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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