



# REJECT CLAIM

Type

 Question

Message

Based on insured's video, third party encroached into our insured's lane. hence, kindly proceed to reject claim

Reply

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Wednesday, 15 December 2021 11:38 am  
**To:** TeamAuto Pro; Admin A  
**Subject:** RE: LOD - Our Ref: EW 63M and Your Ref: SHA 962Z (AXA Ref#S1M03I8Z) / DOA: 16-09-2021  
**Attachments:** INSURED VIDEO (1).mp4

Without Prejudice

Dear Adel,

We refer to the above matter.

Attached is a copy of Our Insured video for your easy reference.

Based on the video footage, your client did not check before making a lane change.

Thus, BOLA S15 apply to your client.

In view of above, we have our principal instruction to deny liability and not able to investigate this matter.

Thanks

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

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*Save the Earth. Print only when necessary.*

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 10 December 2021 3:23 pm  
**To:** TeamAuto Pro <teamautooffice@gmail.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: LOD - Our Ref: EW 63M and Your Ref: SHA 962Z (AXA Ref#S1M03I8Z) / DOA: 16-09-2021