

## EzLyna (LKKAUTO)

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**From:** Claims Dept <claims\_lts@bifrostauto.com>  
**Sent:** Monday, 27 March 2023 11:05 am  
**To:** EzLyna (LKKAUTO)  
**Subject:** Re: REJECT CLAIM / YR VEH NO:SHA4140C / OUR REF:CC6/CTI22004539/Dea3q2 - PC7684A / DOA:12.05.2022

Without Prejudice

Dear Ezlyna,

Noted.

Thank you & Best Regards

Ms Janice

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

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On Wed, 15 Feb 2023 at 10:32, EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)> wrote:

**Without Prejudice**

Dear Janice,

We refer to your email below.

We are unable to consider your client's claim at 50/50. Our insured is not at fault. He signalled & check clearance of traffic before moving from stationary position. Your client should have little patience when saw the indicator light was on, instead of making the decision to overtake our insured against the traffic flow at the bend.

Thank you.

With warmest regards,

Ezlyna

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**From:** Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>

**Sent:** Monday, February 13, 2023 3:10 PM

**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: REJECT CLAIM / YR VEH NO:SHA4140C / OUR REF:CC6/CTI22004539/Dea3q2 -PC7684A / DOA:12.05.2022

Without Prejudice

Dear Ezlyna,

Thank you for your email.

We could not accept the explanation based on your last email.

1. Based on the screenshot, your insured did indicate the right signal, but why does your driver not move off after the right signal is on? Because he stopped quite awhile at the car park and misled my driver who thought he was a hazard light on. Because of his action, misled my driver causing him to overtake him in the opposite direction.

2. Your insured vehicle was not supposed to stop in the car park as he will be obstructing the driveway and causing an accident to happen.

We still remind our stand to counter the proposed settlement @50/50 basis to wrap up the case.

Kindly review and reconsider.

Thank you & Best Regards

Ms Janice

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

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On Mon, 13 Feb 2023 at 08:25, EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)> wrote:

**Without Prejudice**

Dear Janice,

We refer to your email below.

We have forwarded your request of 50/50 to our principal. Unfortunately, we are unable to consider it because of 2 factors as follows:

1. From the screenshot from VF, shown only right signal light on.



2. 3P overtakes Insured from the right against the flow of traffic.



Thank you.

\*I am working from home from 30<sup>th</sup>~17<sup>th</sup> February 2023. If you wish to contact me, pls whatsapp call at 80287880 or email.

Best Regards,

**Ezlyna Eng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@lkkauto.com) |

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

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**From:** Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>

**Sent:** Tuesday, 7 February 2023 1:53 pm

**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: REJECT CLAIM / YR VEH NO:SHA 4140C / OUR REF:CC6/CTI22004539/Dea3q2 -PC7684A / DOA:12.05.2022

Without Prejudice

Dear Ezlyna,

Thank you for your email.

We do not agree on the rejection for the above case.

1. Our driver thought the hazard light was on, this is why my driver decided to overtake your insured slowly.
2. Your insured already cut onto my driver lane when he started to move off.

We would like to counter propose to settle @50/50 for this case, since both parties were at fault.

Kindly review and revert.

Thank you & Best Regards

Ms Janice

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

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On Mon, 6 Feb 2023 at 16:03, EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)> wrote:

**Without Prejudice**

Dear Janice,

We refer to the above matter.

Based on the video footage provided by your driver.

It clearly shows that our Insured right signal is on. Your driver overtakes our Insured from the right against the flow of traffic. Hence, we have our principal's instruction to reject this claim under BOLA 33.

Thank you.

\*I am working from home from 30<sup>th</sup>~17<sup>th</sup> February 2023. If you wish to contact me, pls whatsapp call at 80287880 or email.

Best Regards,

**Ezlyna Eng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@lkkauto.com) |

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