



LKK Auto Consultants Pte Ltd
Blk 51 Paya Ubi Industrial Park
Ubi Avenue 1
#02-25
Singapore 408933

Your reference: LKK Ref: CC3/III19014962/gb3.

Your Ref :

Our Ref :

Date :

Subject :

CL/EL/B1/ SLS5181K
25 March 2020

Regn No. : SLS5181K **Model : F36/420iA**
Chassis No. : WBA4H320X0BH11119 **Regn Date : 27 September 2017**

Dear Sir

We refer to our request for direct settlement in respect of the accident that occurred between SLS5181K and SHC1365E on 23 August 2019.

We set out below a chronology in respect of the events that have occurred in respect of this matter:-

On 24 August 2019, we wrote to your office to request for the repair cost and loss of use and rental of the car with the following registration number SLS5181K. We also sought your confirmation and requested to know whether liability was clear. Additionally we requested to know if we may proceed with direct settlement.

On 26 August 2019, we received an email from a Shu Pei indicating that the case handler would be looking into the matter and you would revert to us in due course.

On 29 August 2019, we wrote reminders to request for status update in respect of the liability issue.

On 30 August 2019, your case handler, Mr Chong Poh Kin advised us that the liability was clear under the barometer of liability agreement and to arrange for the survey to be carried out as soon as possible.

On 3 September 2019, another case handler, Ms Cecilia Chong requested for the video footage of the accident for the purposes of reviewing the case. We requested for clarification from your office in respect of being requested to furnish the video footage of the accident as we had been previously informed that liability was clear. We did not receive any clarification from your office.

On 9 September 2019, your surveyor by the name Rasul came to survey the accident car with the following car registration number SLS5181K. After the aforesaid survey was carried out, we proceeded to repair the car based on the assessment provided by him and the number of days he provided to us to repair the car. Furthermore, he did not indicate to us that the liability was not clear.

Performance Motors
Limited
1800-Call-BMW
(1800-2255-269)

www.pml-bmw.com.sg

303 Alexandra Road
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Singapore 159941
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Tel Aftersales
6319 0111
Fax 6474 7770

315 Alexandra Road
#01-01
Sime Darby
Business Centre
Singapore 159944
Tel Sales 6319 0511
Tel Aftersales
6319 0527
Fax 6479 6624

280
Kampong Arang Rd
East Coast Centre
Singapore 438180
Tel Aftersales
6319 0888
Fax 6344 1332

Registered office
305 Alexandra Road
#02-01
Vantage
Automotive Centre
Singapore 159942

Co. Reg. No.
197401559W



On 18 September 2019, the repair of the car was completed. It was subsequently collected by an authorised representative of the owner of the car.

On 24 September 2019, your case handler Ms Cecilia Cong informed us that the liability was not clear based on the video footage of the accident. We were informed to settle the case on a fifty percent (50%) basis instead.

We are writing to reiterate that we were informed prior to the repair that the liability was clear and based on the aforesaid we had the car surveyed by your surveyor. Subsequently we proceeded to repair the car. We were only informed of the change in liability after we had repaired the car and not prior to the repair. We were only informed after a week in respect of the change in liability.

It was not professional of your case handlers to change the liability and inform us only we had repaired the car. Additionally, we were only informed of the change in liability after a month.

We are writing to inform you to honour the liability clearance that you had provided to us previously and to provide us with the repair costs and loss of use.

Please provide us with your response within two (2) weeks of receiving this letter. If you fail to respond we will take further action if required.

Yours sincerely

Cresendo Lagman
Customer Service Manager - Body & Paint

Bernard Wan
Service Manager - Body & Paint

31/8/2020