

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 24 August 2020 5:02 PM
To: Cresendo Llorca Lagman; Bryan Ang (LKKAuto)
Cc: Olivia Lau (LKKAuto); KKLau; Cecilia Chong (LKK Auto); Keith Leo Chi Yung; Bernard Wan Chong Huat; Inthiran Thurasamy
Subject: RE: SLS5181K & SHC1365E (INDIA) ON 23/08.2019
Attachments: DV_SLS5181K.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We confirm settlement at a global sum of \$13,000.00(all-in).

Please duly sign the **DV** enclosed and return to us (LKK) for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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,

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: Cresendo Llorca Lagman <cresendo.lagman@simedarby.com.sg>
Sent: Wednesday, 8 July 2020 5:23 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Keith Leo Chi Yung <keith.leo.chiyung@simedarby.com.sg>; Bernard Wan Chong Huat <bernard.wan@simedarby.com.sg>; Inthiran Thurasamy <inthiran.thurasamy@simedarby.com.sg>
Subject: RE: SLS5181K & SHC1365E (INDIA) ON 23/08.2019

Dear Ms Chew

Appreciate your replied but we are not accepting your global sum offer. We would like to reiterate that in our letter to you on 13th May 2020, we mentioned that it was not professional of the case handler to change liability and inform us only after we had completed repairing the car. The claim handler should carry out due diligence of the case prior to providing us with the liability offer.

As per my exchange messages with Bryan, we are preferred to settle with you at \$13,000.00

Please inform us as soon as possible as this case was outstanding since Aug 2019.

Thank you
Best regards

Cresendo Lagman
Customer Service Manager
Body and Paint

BMW
Performance Motors Ltd
Performance Munich Autos

TEL: +65 1800 2255 269
DDI: +65 6319 0110
FAX: +65 6479 4601
Mobile: +65 9752 2664
Address : 303 Alexandra Road, Singapore 159941
Email: cresendo.lagman@simedarby.com.sg

www.bmw.com.sg

Sime Darby Motors
A member of the Sime Darby Group

Please consider the environment before printing this e-mail.

A promotional banner for BMW Joyfest 2020. On the left is the BMW logo. The text reads "BMW JOYFEST 2020 — JOY HERE. PAY LATER." in large white letters. Below this, it says "Discover the joy to come at BMW Digital Showroom." At the bottom center is a blue button with the text "Find out more". On the right side, the front corner of a blue BMW car is visible.

BMW JOYFEST 2020 —
JOY HERE. PAY LATER.
Discover the joy to come at BMW Digital Showroom.
[Find out more](#)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 7 July 2020 4:37 PM

To: Cresendo Lllurca Lagman <cresendo.lagman@simedarby.com.sg>; Bernard Wan Chong Huat <bernard.wan@simedarby.com.sg>

Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>; Cecilia Chong (LKK Auto)

<CeciliaChong@lkkauto.com>; Keith Leo Chi Yung <keith.leo.chiyung@simedarby.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: SLS5181K & SHC1365E (INDIA) ON 23/08.2019

[External Mail] This email originated from outside of the organisation; be careful with requests, attachments and links.

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter and your letter dated 13 May 2020.

Our principal had reviewed the matter and for an amicable settlement, we are prepared to revise our offer at a global sum of **\$12,000.00(all-in)**.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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,

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: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Tuesday, 9 June 2020 11:25 AM

To: Cresendo Llorca Lagman <cresendo.lagman@simedarby.com.sg>; Bernard Wan Chong Huat <bernard.wan@simedarby.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Keith Leo Chi Yung <keith.leo.chiyung@simedarby.com.sg>

Subject: RE: SLS5181K & SHC1365E (INDIA) ON 23/08.2019

Hi Cresendo

Apologise for the delayed reply.

We will put up your proposal to our Principal and revert on this as soon as we have clear instruction from them.

Best Regards,
Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Cresendo Llorca Lagman <cresendo.lagman@sime-darby.com.sg>

Sent: Tuesday, 9 June 2020 9:20 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Bernard Wan Chong Huat <bernard.wan@sime-darby.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; KKLau

<kklau@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Keith Leo Chi Yung

<keith.leo.chiyung@sime-darby.com.sg>

Subject: RE: SLS5181K & SHC1365E (INDIA) ON 23/08.2019

Dear Bryan

We have wrote to you our counter proposal on 13 May 2020, and posted out the attached letter in reply to your email.

Please let us know what is the progress of this claim?

Thank you

Best regards

Cresendo Lagman

Customer Service Manager

Body and Paint

BMW

Performance Motors Ltd

Performance Munich Autos

TEL: +65 1800 2255 269

DDI: +65 6319 0110

FAX: +65 6479 4601

Mobile: +65 9752 2664

Address : 303 Alexandra Road, Singapore 159941

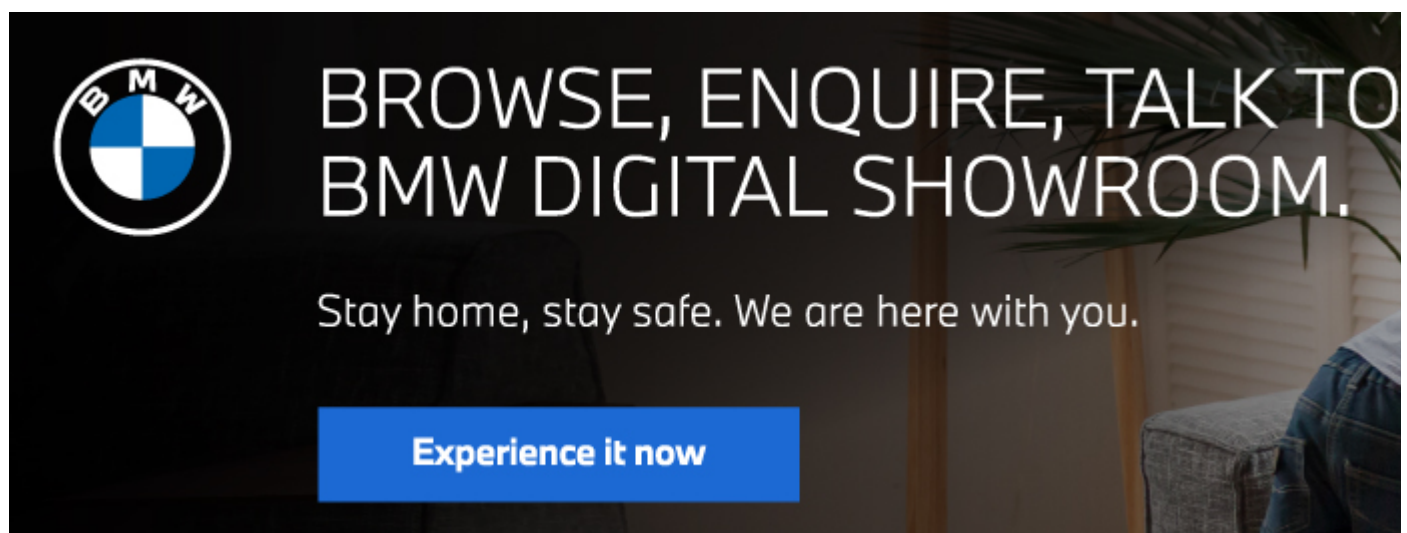
Email: cresendo.lagman@sime-darby.com.sg

www.bmw.com.sg

Sime Darby Motors

A member of the Sime Darby Group

Please consider the environment before printing this e-mail.



From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Wednesday, 15 April 2020 12:06 PM
To: Cresendo Llorca Lagman <cresendo.lagman@simedarby.com.sg>; Bernard Wan Chong Huat <bernard.wan@simedarby.com.sg>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: SLS5181K & SHC1365E (INDIA) ON 23/08.2019

[External Mail] This email originated from outside of the organisation; be careful with requests, attachments and links.

Dear Cresendo / Bernard

Reference is made to your letter dated 25 March 2020, which we received via email on 03 April 2020.

We wrote to your office on 30 August 2019 with regard to liability clearance via email after assessing the liability aspect for this case. The assessment was based purely on the written accident reports submitted by the involved drivers. Note that in our email to your office, we had also stated *"In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."*

Upon the request of our Principal, we had requested for a copy of your client's video recording. The video was provided to us on 04 September 2020 and this forms *"new evidence"* as the video had showed circumstances that differ from the events stated in the accident report of your client. The liability was *"materially affected/influence"* from events seen in the video. More specifically, your client had fail to state that he was filtering into the same lane as our Principal's insured vehicle. Your client had merely stated that our Principal's insured vehicle had turned out into a main road causing the accident, which was not the actual circumstance. Whilst our Principal's insured vehicle did indeed turned out from a minor road, the accident had occurred after turning out into the main road, at a time when the driver was attempting to filter into the same lane that your client's vehicle was also filtering into.

Basing on the video, the accident cannot be considered to be a minor road/major road scenario (reported by your client), neither can it be considered to be a lane change scenario into your client's lane of travel (reported by our Principal's insured driver). The video shows a scenario of both parties changing into a same lane. Hence, the liability aspect of this case was reviewed and revised accordingly to reflect the actual accident circumstance. Your office was informed via email on 24 September 2020.

We trust the above clarification that we have provided should suffice to explain our handling of this case.

Notwithstanding the above, it is noted that the cost of repair of your client's vehicle is made up of \$4,625.90 (parts) and \$11,094.00 (labour + painting + others). Our last offer of settlement dated 24 February 2020 was \$8,950.00 including the cost of repair, gst and loss of use/rental. To move this matter for an amicably closure, given the long standing working relationship between parties, please provide a reasonable global sum counter proposal to our last offer basing on the merits of the accident.

Do note that our offer to settle is on a without prejudice basis. Our Principal's rights and our rights to this matter are not prejudiced whatsoever.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Cresendo Llorca Lagman [<mailto:cresendo.lagman@simedarby.com.sg>]
Sent: Friday, 3 April 2020 3:59 PM
To: CS A Team <cs-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: SLS5181K & SHC1365E (INDIA) ON 23/08.2019

Dear Cecilia

Please find attached for your perusal.

Thank you
Best regards

Cresendo Lagman

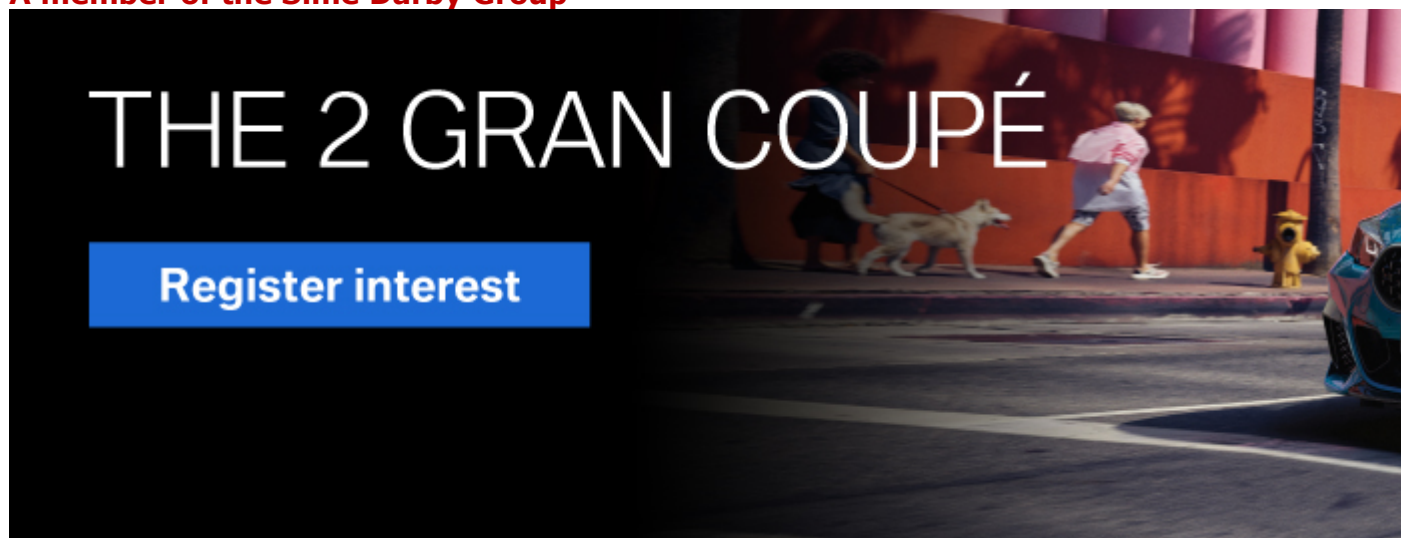
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