



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

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

Our Ref: CL/EL/B1/ SLS5181K

Date: 13 May 2020

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

Dear Bryan

We refer to your email dated 15 April 2020.

For this case, we would like to reiterate that we had sought to obtain liability clearance from your company's claim handlers prior to carrying out the repair which is our standard practise. Ms Cecilia Chong, the case handler, had requested for the video footage of the accident and we provided her with the same. When requesting for the video footage, she did not inform us of any change in the liability. Additionally, when your surveyor Rasul came to resurvey the car, he did not inform us of any change in the liability as well. As such we repaired the car after receiving his recommendation to repair the car. We were only informed of the change in liability after we had completed repairing the car. A week after the repair and not prior to the repair.

As indicated in our letter dated 25 March 2020, it was not professional of the case handler to change the liability and inform us only after we had completed repairing the car. It would have been recommended for the claim handler to carry out due diligence of the case prior to providing us with the liability offer.

From the footage contained in the video that we had provided, please note that the front right of the insured's car (in particular the principal insured) had already crossed the lane line. It was clear that the insured's car was travelling from the small lane for the purposes of entering into the main road. Our customer's car was not in the insured car's lane as there were other cars in front of our customer's car. Our customer was waiting for the yellow cab to drive past him prior to him filtering into the next lane. In addition, the insured did not signal his intention of wanting to filter into the next lane. Our customer was travelling behind the yellow cab and she wanted to filter into the lane where the yellow cab was traveling. Our customer did not filter her car totally into the lane as she wanted to avoid any collision with the insured's car. Additionally, the insured's car turned into the lane right immediately after the yellow cab passed without ensuring that the road was clear.

Our customer was not able to react swiftly to avoid the collision. The aforesaid led to our customer to continue driving in the lane that she was in.

Nevertheless, for the purposes of settling the case on an amicable basis, we are willing to accept a global sum of Singapore Dollars fourteen thousand five hundred and six

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

www.pml-bmw.com.sg

303 Alexandra Road
Sime Darby
Performance Centre
Singapore 159944
Tel Sales 6319 0100
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



and nineteen cents only (S\$14,506.19) The aforesaid amount includes the repair cost of Singapore Dollars thirteen thousand four hundred and six and nineteen cents only (S\$13,406.19 which includes the goods and services tax and loss of use of Singapore Dollars one thousand and one hundred only (S\$1,100)

Do note that our offer to settle is made on a without prejudice basis.

We would be grateful if you could provide us with your response within two (2) weeks of receiving this letter. Please note that if you fail to respond, we will take further necessary action.

Your Ref :

Our Ref :

Date :

Subject :

Yours sincerely

Cresendo Lagman
Customer Service Manager - Body & Paint

Bernard Wan
Service Manager - Body & Paint

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

www.pml-bmw.com.sg

303 Alexandra Road
Sime Darby
Performance Centre
Singapore 159941
Tel Sales 6319 0100
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