

Sherwin Beh (LKK Auto)

From: B P Philomo Pte Ltd <bppphilomo@gmail.com>
Sent: Tuesday, 17 December, 2019 12:02 PM
To: Sherwin Beh (LKK Auto)
Subject: Fwd: Repair Works for SKS 10 R

Best Regards,
Bryan Andre Pakiam

 **B P Philomo Pte Ltd**
47 Beach Road #07-01/02 Kheng Chiu Building
Singapore 189683
Tel: 6223 7228/9 Fax: 6224 7401
Email: bppphilomo@gmail.com
patbpp@singnet.com.sg

----- Forwarded message -----

From: B P Philomo Pte Ltd <bppphilomo@gmail.com>
Date: Fri, 13 Dec 2019 at 17:03
Subject: Fwd: Repair Works for SKS 10 R
To: <sur@lkkauto.com>, <kklau@lkkauto.com>
Cc: Benjamin Pakiam <philomo78@gmail.com>, KRISHNA <krishna@gatespcm.sg>, dexter <dexter@gpis.com.sg>

Hi Mr Lau,

Please take a look at the correspondence below and kindly conduct a survey at Wearnes Leng Kee for the car owner of SKS 10 R who is our client.

Thanks

Best Regards,
Bryan Andre Pakiam

 **B P Philomo Pte Ltd**
47 Beach Road #07-01/02 Kheng Chiu Building
Singapore 189683
Tel: 6223 7228/9 Fax: 6224 7401
Email: bppphilomo@gmail.com
patbpp@singnet.com.sg

----- Forwarded message -----

From: **Benjamin Pakiam** <philomo78@gmail.com>
Date: Fri, 13 Dec 2019 at 16:48
Subject: Fwd: Repair Works for SKS 10 R
To: <bpphilomo@gmail.com>

Sent from my iPhone

Begin forwarded message:

From: Dexter <dexter@gatespcm.sg>
Date: 12 December 2019 at 5:45:15 PM SGT
To: Benjamin Pakiam <philomo78@gmail.com>
Subject: FW: Repair Works for SKS 10 R

Dear Benjamin,

Please see correspondence below with regards to Mr Krishna's car.

Please note that the insurer is Liberty Insurance.

Thanks and Regards,

Dexter Allan
Senior Vice-President



GATES PCM
CONSTRUCTION LTD

33 Ubi Avenue 3 #02-05/06 | Vertex Tower B | Singapore 408868
tel +65 62946012 | fax +65 62946017

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From: Dexter
Sent: Wednesday, 11 December, 2019 6:32 PM
To: Richmond Ho <richmond.ho@wearnes.com>
Cc: SIVA <siva@gatespcm.sg>; Chan Yau Chiang <yauchiang.chan@wearnes.com>; Andrew John Vickers <andrew.vickers@wearnes.com>
Subject: RE: Repair Works for SKS 10 R

Dear Richmond

Thank you for the response.

Please note that we did not ask for repair of wear and tear parts, we are looking for the vehicle to be repaired and returned in the pre-accident condition.

We will arrange for our third party representative to survey the repairs and let us resolve this issue from there.

Thanks and Regards,

Dexter Allan
Senior Vice-President



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From: Richmond Ho [<mailto:richmond.ho@wearnes.com>]
Sent: Wednesday, 11 December, 2019 5:59 PM
To: Dexter <dexter@gatespcm.sg>
Cc: SIVA <siva@gatespcm.sg>; Chan Yau Chiang <yauchiang.chan@wearnes.com>;
Andrew John Vickers <andrew.vickers@wearnes.com>
Subject: RE: Repair Works for SKS 10 R
Importance: High

Dear Dexter

Please see reply in red from your insurer Liberty:

“Repair works like painting and replacement of parts is expected to bring the car back to its original form as a whole and not in parts and corners”

This is an incorrect statement because Liberty’s duty, or any other insurer, is to restore the vehicle to its **pre-accident condition**; not to the original form.

The problem exposed by the customer is in fact a claim on “Wear and Tear” which is not related with the accident at all, hence **it is not covered by the policy.**

Richmond Ho
Senior Service Consultant
Body & Paint – Insurance Claim



Wearnes Automotive Pte Ltd

249 Alexandra Road Singapore 159935

D (65) 6430 4890 M (65) 9176 8543
www.wearnesauto.com richmond.ho@wearnes.com

This email, including any attachment, is confidential and may also be privileged.

From: Dexter <dexter@gatespcm.sg>
Sent: Monday, 9 December, 2019 5:42 PM
To: Richmond Ho <richmond.ho@wearnes.com>
Cc: SIVA <siva@gatespcm.sg>; Chan Yau Chiang <yauchiang.chan@wearnes.com>;
Andrew John Vickers <andrew.vickers@wearnes.com>
Subject: RE: Repair Works for SKS 10 R

Dear Mr Richmond,

As stated in the email, the issues are that the repair works are not acceptable. Please let us know if you are making the necessary repair works to ensure that the vehicle is in an acceptable condition.

Please respond to the matter with regards to the reasons why the vehicle is not in an acceptable condition. Our intention is to get your office/ garage to repair the vehicle and present it in an acceptable condition to us and when you think the vehicle is ready, let us know so that we can arrange a third party surveyor to justify the acceptable condition of the vehicle.

Once we have your response and once we have the date when these repair works are completely done, we will arrange for the surveyor.

Thanks and Regards,

Dexter Allan
Senior Vice-President



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From: Richmond Ho [<mailto:richmond.ho@wearnes.com>]
Sent: Monday, 9 December, 2019 3:41 PM
To: Dexter <dexter@gatespcm.sg>
Cc: SIVA <siva@gatespcm.sg>; Chan Yau Chiang <yauchiang.chan@wearnes.com>; Andrew John Vickers <andrew.vickers@wearnes.com>
Subject: RE: Repair Works for SKS 10 R
Importance: High

Dear Dexter,

In regards of the inspection, any day and time during office hours will be fine with us.

Do let us know once the date and time is firm. Thanks

Richmond Ho
Senior Service Consultant
Body & Paint – Insurance Claim



Wearnes Automotive Pte Ltd

249 Alexandra Road Singapore 159935

D (65) 6430 4890 M (65) 9176 8543
www.wearnesauto.com richmond.ho@wearnes.com

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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Dexter <dexter@gatespcm.sg>
Sent: Friday, 6 December, 2019 6:09 PM
To: Richmond Ho <richmond.ho@wearnes.com>

Cc: SIVA <siva@gatespcm.sg>
Subject: Repair Works for SKS 10 R

Dear Operations in charge @ Wearnes,

This is in reference to the repairs of the Bentley Continental GTV 8 (convertible), registration number: SKS 10 R, which was handled by your workshop/ office. This car was sent to your location for the purpose of repair works after meeting with an accident. The owner, was asked to go over to receive the car after the repair works and was shocked and surprised to note the following:

- 1) The alignment of the body was done incorrectly as it is off-set to one side. This is depicted by unequal gaps. Very poor repair works, not the standard expected from your office and surely not for a car of this status
- 2) The two headlights are different as one looks new and one is very old. This totally brings down the look of the car. This is very clearly obvious and deteriorates the car in it's entirety.
- 3) The painting was only done on one side and the other side looks deplorable in comparison. Repair works like painting and replacement of parts is expected to bring the car back to it's original form as a whole and not in parts and corners.
- 4) The car was parked at your location for 2 months. At a minimum requirement, you are expected to wash/ polish and give the car back to the owner. However, the car was presented in the worst possible manner with birds droppings and dirt all over. No care was given during the handing over of the car back to the owner.

Upon discussion with Mr. Richmond Ho and his manager, they stated that the car after accident is to be done up and given back in "Original Condition". The current condition after repair, is however, far from acceptable. The workmanship for the repair works is very bad and shows unprofessional repair works and even clear off-set of the car bodyworks when viewed with the naked eye.

We are very upset with the work done and we do not accept the current condition.

We will arrange and appoint an authorised licensed surveyor to inspect the car. Please advise on a date and time for us to send our surveyor.

Kindly also give us the detailed location of the workshop / garage, where the car was repaired. This must be clearly stated with name and address of the workshop / garage, which did the repair.

Thanks and Regards,

Dexter Allan
Senior Vice-President



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