Hi Ivy,

Insured only sent a grainy photo of 3rd party vehicle, please see attached, which in my opinion, is of not much use.

After viewing the 2 videos which are obtained from the CCTV of the entrance of the car park and the accidence scene, OI communicated ~~my~~ with me via whatsapp.

OI seemed to be adamant that it is impossible that he's vehicle could have cause such damages to 3rd party vehicle, despite the video showing clearly that ~~they~~ there were no pre-existing damages to 3rd party vehicle when 3rd party vehicle was entering the car park

OI also requested that Ergo Insurance write in to the management office of the accident scene requesting for video footage of another entry at Level 1. (Video footage obtained by 3rd party is the entrance at Level 2, as claimed by OI)

Tried to explain to 01 that the 2 video footages would probably show the same thing, that there ~~are~~ were no pre-existing damages to 3rd party vehicle.

However, this was rejected by 01, please see attached screenshots of the conversation.

~~Despite our effort, ~~of~~ we are unable to convince 01 that they were no pre-existing damages~~

Despite our effort and the video footages, we are unable to convince 01 that they were no pre-existing damages.

Apologies and for your appropriate follow-up actions.