

Veron Chen (LKKAuto)

From: Vikneswaran Naidu <vicky@bisauto.com.sg>
Sent: Tuesday, 5 October 2021 10:02 AM
To: Steve Chen (LKK Auto); 'Hew, Lee Fong'; stella.goh@awac.com
Cc: anson.seah@bisauto.com.sg; SUR; Admin A; stella.goh@awac.com
Subject: RE: Unsatisfied with TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

Dear Steve/Lee Fong,

Currently the customer don't want collect the car and refuse to sign in the Discharge Voucher, because some of the damage still not replace yet from his view.

Kindly do let me know what are the necessary process.

Thank you
Best Regards
BIS Automobiles Pte Ltd
Vikneswaran Naidu
Senior Customer Service Advisor

30 Teban Gardens Crescent
Singapore 608927

Main: +65 6896 3933
Fax: +65 6561 1763
Website : <https://www.bmw.com.sg/en/topics/fascination-bmw/about-BIS.html>
Facebook : <https://www.facebook.com/BMWBIS>



From: Vikneswaran Naidu [mailto:vicky@bisauto.com.sg]
Sent: Tuesday, October 05, 2021 8:47 AM
To: 'Steve Chen (LKK Auto)'; 'Hew, Lee Fong'; 'stella.goh@awac.com'
Cc: 'anson.seah@bisauto.com.sg'; 'SUR'; 'Admin A'; 'stella.goh@awac.com'
Subject: RE: Unsatisfied with TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

Dear Steve/Lee Fong,

Currently the customer don't want collect the car and refuse to sign in the Discharge Voucher, because some of the damage still not replace yet from his view.

Kindly do let me know what are the necessary process.

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Facebook : <https://www.facebook.com/BMWBIS>



From: Steve Chen (LKK Auto) [mailto:SteveChen@lkkauto.com]

Sent: Monday, October 04, 2021 6:42 PM

To: Vikneswaran Naidu; 'Hew, Lee Fong'

Cc: anson.seah@bisauto.com.sg; SUR; Admin A

Subject: Unsatisfied with TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

Hi Vicky/Lee Fong,

During our resurvey, we noticed that both Headlamps, Headlamp lower bracket and front grille are with old marks, which are not consistent with the accident. We also have review the video and noted that there's only a slight impact in the said area due to the accident. Hence, we maintain our recommendation.

Thanks.

Best Regards,

Steve Chen | Automotive Assessor

LKK Auto Consultants Pte Ltd

Phone: 81117723/6256-3561 | email: stevenfoong@lkkauto.com | fax: 6256-4315

From: Vikneswaran Naidu <vicky@bisauto.com.sg>

Sent: Saturday, 2 October 2021 9:52 am

To: 'Hew, Lee Fong' <LeeFong.Hew@awac.com>

Cc: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>; anson.seah@bisauto.com.sg <anson.seah@bisauto.com.sg>;

SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Unsatisfied with TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

Dear Lee,

We have customer unsatisfied with this Direct Settlement claim based on the LKK surveyor report.

Based on the surveyor report, those internal damage is not consistent by this accident so some of the parts he did not agree to approved.

But based on customer point of view he cannot accept and he want valid justification why it's not consistent to the accident.

Even though impact is not much, but such a big vehicle can cause internal damage even its small bump. I have attached the surveyor mark estimate for your references.

I would like to get resurvey on this car, and approved those damage item below to get replace and extend the rental days as well for my client.

- 1) Both headlamps
- 2) Front grille Assy
- 3) Headlight bracket
- 4) Extend rental days

Thank you

Best Regards

BIS Automobiles Pte Ltd

Vikneswaran Naidu

Senior Customer Service Advisor

30 Teban Gardens Crescent

Singapore 608927

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Website : <https://www.bmw.com.sg/en/topics/fascination-bmw/about-BIS.html>

Facebook : <https://www.facebook.com/BMW BIS>



From: Hew, Lee Fong [mailto:LeeFong.Hew@awac.com]
Sent: Wednesday, September 01, 2021 10:49 AM
To: Vikneswaran Naidu
Cc: SUR; Steve Chen (LKK Auto); Veron Chen (LKKAuto)
Subject: RE: TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

Without Prejudice

Dear Sirs

We refer to your email dated 31 August 2021.

We would advise that we have no dispute on liability and are agreeable to have direct settlement with you in respect to your client's claim.

Please send us all relevant supporting documents once your client's vehicle has been repaired. The costs of repairs and duration for repair works will be based strictly on the surveyors' recommendations.

We will write to you again upon receiving your claims documents.

Please do not construe this appointment of surveyor and our above request as an admission of liability.

Regards
Hew Lee Fong
Senior Claims Analyst
Asia-Pacific Claims Group

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 6423 0533
F: +65 6423 0864
E: leefong.hew@awac.com
W: www.awac.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, September 1, 2021 7:40 AM
To: Vikneswaran Naidu <vicky@bisauto.com.sg>; RESSGCUSTSVCE <sg.customerservice@awac.com>; Goh, Stella <stella.goh@awac.com>
Cc: SUR <sur@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Subject: RE: TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

CAUTION: External Email

Dear Stella,

Kindly assist below email from repairer.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Vikneswaran Naidu [<mailto:vicky@bisauto.com.sg>]

Sent: Tuesday, 31 August 2021 8:06 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; sg.customerservice@awac.com

Cc: SUR <sur@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

Subject: RE: TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

Dear All,

Please advised the liability of the case.

Thank you

Best Regards

BIS Automobiles Pte Ltd

Vikneswaran Naidu

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Singapore 608927

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Facebook : <https://www.facebook.com/BMW/BIS>



From: Goh, Stella [<mailto:stella.goh@awac.com>] **On Behalf Of** Motorsurvey

Sent: Friday, August 27, 2021 9:26 AM

To: assignments@lkkauto.com

Cc: Vikneswaran Naidu; csa@bisauto.com.sg; sur@lkkauto.com

Subject: TP Survey assignment for SJW9199L DOA: 17/08/2021 Our ref: NSV2100109/HLF

The above captioned accident refers.

Pursuant to the Practice Directions Amendment No. 1 of 2016 which was effective on 1 April 2016, we like to advise that the third party claimant and us do have consensus in the appointment of **Mr Mohammed Rasul** as the Single Joint Expert to conduct the pre-repair survey of the third party claimant's vehicle.

Please conduct "THIRD PARTY" survey on without prejudice basis. The information as are follows:

3 rd Party Vehicle	:	SJW 9199L
Insured Vehicle	:	XB 8814 X
Policy Number	:	BVFCSB0013452102
Name of Workshop	:	BIS Automobiles Pte Ltd
Contact Number	:	6896 3933
Person to Contact	:	Mr Vikneswaran Naidu
Estimated Cost of repairs	:	\$ 4,540.75

Regards,
Claims Division

Copy to { BIS Automobiles Pte Ltd } (Your Ref: SJW9199L) via Email.

Note -

- (X)
1. This is to keep you informed that we have appointed surveyors to conduct inspection to your client's damaged vehicle on a without prejudice basis.
 2. **Please keep our motor surveyor and us informed so as to enable the surveyor to conduct a post repair inspection once your client's vehicle has been repaired and before returning the repaired vehicle to your customer.**
 3. Please quantify your client's claim with all relevant supporting documents once your client's vehicle has been repaired.
 4. Please do not construe this appointment of surveyor and our above request as an admission of liability.