

## Veron Chen (LKKAUTO)

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**From:** Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Thursday, 25 July 2024 12:14 PM  
**To:** Eric Woo; Joanne Yong Lai Fong; assignments; Veron Chen (LKKAUTO)  
**Cc:** Wong MeiY (VGS - SG/Singapore); Ong Michelle (VGS - SG/Singapore); Wong Jihang (VGS - SG/Singapore); Anthonidas Christopher (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore)  
**Subject:** RE: [EXT] D24005398MFCT Accident involving SHB2354K & SME9289U  
**Attachments:** SME9289U - LOD.pdf

Hi,

Please see attached LOD for your processing.

Best Regards,

Tang Shu Shi  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7217  
Mobile: +65 9386 7833  
Main Line : +65 6305 7299  
Main Fax: +65 6474 364  
Email: [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Wednesday, June 26, 2024 12:49 PM  
**To:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Ong Michelle (VGS - SG/Singapore) <michelle.ong@vw.com.sg>; Wong Jihang (VGS - SG/Singapore) <jihang.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; assignments <assignments@lkkauto.com>  
**Subject:** RE: [EXT] D24005398MFCT Accident involving SHB2354K & SME9289U

Without Prejudice

Dear Pearlyn,

We are agreeable to Direct Settlement, quantum to be agreed.

Thank you.

Eric Woo  
Motor Claim Department

**MS First Capital Insurance Ltd**

16 Raffles Quay

#42-01 Hong Leong Building

Singapore 048581

Email: [EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6359 1800

A Member of **MS&AD Insurance Group**

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**From:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>

**Sent:** Tuesday, June 25, 2024 5:39 PM

**To:** Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>

**Cc:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Ong Michelle (VGS - SG/Singapore) <[michelle.ong@vw.com.sg](mailto:michelle.ong@vw.com.sg)>; Wong Jihang (VGS - SG/Singapore)

<[jihang.wong@vw.com.sg](mailto:jihang.wong@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>;

Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** Re: [EXT] D24005398MFCT Accident involving SHB2354K & SME9289U

Dear Joanne,

Have you received the surveyor's report from LKK? The vehicle was surveyed yesterday. Please provide an update on the liability at your earliest convenience. Thanks!

Thanks and Best Regards,

Pearlyn Cheong  
Assistant Body and Paint Manager  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Main Line: +65 6305 7299

Direct line: +65 6305 7288

Mobile: +65 9236 1336

Main Fax: +65 6474 3643

[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)

<https://www.volkswagen.com.sg/>

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**From:** Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Tuesday, June 25, 2024 10:18 AM  
**To:** Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>  
**Cc:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Ong Michelle (VGS - SG/Singapore) <[michelle.ong@vw.com.sg](mailto:michelle.ong@vw.com.sg)>; Wong Jihang (VGS - SG/Singapore) <[jihang.wong@vw.com.sg](mailto:jihang.wong@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
**Subject:** RE: [EXT] D24005398MFCT Accident involving SHB2354K & SME9289U

Hi Joanne,

Any updates is we can proceed with DS?

Best Regards,

Tang Shu Shi  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7217  
Mobile: +65 9386 7833  
Main Line : +65 6305 7299  
Main Fax: +65 6474 364  
Email: [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<https://www.volkswagen.com.sg/>

-----Original Message-----

From: Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>  
Sent: Friday, June 21, 2024 3:37 PM  
To: Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
Cc: Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Ong Michelle (VGS - SG/Singapore) <[michelle.ong@vw.com.sg](mailto:michelle.ong@vw.com.sg)>; Wong Jihang (VGS - SG/Singapore) <[jihang.wong@vw.com.sg](mailto:jihang.wong@vw.com.sg)>;

Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
Subject: [EXT] D24005398MFCT Accident involving SHB2354K & SME9289U

WITHOUT PREJUDICE

Dear Sir,

Refer to the above matter.

The liability is unclear at the moment.

We are still pending from our Surveyor to revert.

Thanks, and regards,

Joanne Yong  
Motor Claims

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | TEL: 6359 1823 |  
Fax No. : 6223 0541 | Company Regn. No. 195000106C

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-----Original Message-----

From: Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

Sent: Friday, June 21, 2024 11:18 AM

To: Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

Cc: Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore)

<[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Ong Michelle (VGS

- SG/Singapore) <[michelle.ong@vw.com.sg](mailto:michelle.ong@vw.com.sg)>; Wong Jihang (VGS - SG/Singapore) <[jihang.wong@vw.com.sg](mailto:jihang.wong@vw.com.sg)>;

Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>

Subject: RE: [EXT] FW: MT00017527 is Approved

Hi,

Vehicle had been survey, please advise if can proceed with DS?

Best Regards,

Tang Shu Shi  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7217

Mobile: +65 9386 7833

Main Line : +65 6305 7299  
Main Fax: +65 6474 364  
Email: [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<https://www.volkswagen.com.sg/>

-----Original Message-----

From: Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
Sent: Thursday, June 20, 2024 4:59 PM  
To: Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
Cc: Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Ong Michelle (VGS - SG/Singapore) <[michelle.ong@vw.com.sg](mailto:michelle.ong@vw.com.sg)>; Wong Jihang (VGS - SG/Singapore) <[jihang.wong@vw.com.sg](mailto:jihang.wong@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
Subject: RE: [EXT] FW: MT00017527 is Approved

Hi,

May I know who is the officer in charge?

Please advise if can proceed with DS?

Best Regards,

Tang Shu Shi  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7217  
Mobile: +65 9386 7833  
Main Line : +65 6305 7299  
Main Fax: +65 6474 364  
Email: [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<https://www.volkswagen.com.sg/>

-----Original Message-----

From: Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>  
Sent: Thursday, June 20, 2024 4:03 PM  
To: [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
Cc: Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Ong Michelle (VGS - SG/Singapore) <[michelle.ong@vw.com.sg](mailto:michelle.ong@vw.com.sg)>; Wong Jihang (VGS - SG/Singapore) <[jihang.wong@vw.com.sg](mailto:jihang.wong@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
Subject: [EXT] FW: MT00017527 is Approved

Dear Sir,

Please find attached documents for survey assignment.

Thank you.

Regards,  
Caroline Cabrera  
Motor Claims Department

MS First Capital Insurance Ltd  
16 Raffles Quay #42-01 Hong Leong Building Singapore 048581  
D: 6359 1800 | F: 6223 0541 | Reg. No. 195000106C Website <http://www.msfirstcapital.com.sg/>

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From: [support@msfirstcapital.com.sg](mailto:support@msfirstcapital.com.sg) <[support@msfirstcapital.com.sg](mailto:support@msfirstcapital.com.sg)>  
Sent: Thursday, June 20, 2024 3:53 PM  
To: Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>  
Subject: MT00017527 is Approved

Insured Vehicle No : SHB2354K  
TP Vehicle No : SME9289U  
Claim No : D24005398MFCT  
Workshop Name : VOLKSWAGEN GROUP SINGAPORE PTE LTD  
Our Surveyor : LKK AUTO CONSULTANTS PTE LTD  
Instructions : Without Prejudice

Created By : CAROLINE  
Verified By : ERICWOO  
Approved By : ERICWOO

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