

Zaini (LKK Auto)

From: Zaini (LKK Auto)
Sent: Thursday, 21 December, 2017 11:41 AM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Hsiao Tong (LKKAuto); Admin A; Mei Kwan (LKKAuto)
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SCR3353G & SCR484G ON 13/12/2017 ***
LKK REF: CC3/AIG17024087/ka3

Your Ref: SCR 3353G
Our Ref: CC3/AIG17024087/ka3

“WITHOUT PREJUDICE”

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SCR 484G AND SCR 3353G ON 13/12/2017

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

Thank you.

Best Regards,

Zaini Kusaini | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2132 | email: Zaini@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)
Sent: Thursday, 21 December, 2017 11:36 AM
To: 'Tang, Shu Shi (VWG Singapore)'; Mei Kwan (LKKAuto)
Cc: Zaini (LKK Auto); Hsiao Tong (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SCR3353G & SCR484G ON 13/12/2017 *** LKK REF: CC3/AIG17024087/ka3

Dear Shu Shi,

Appointment confirmed.

"Wishes you a Merry Christmas & Happy New Year 2018"

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Thursday, 21 December, 2017 11:06 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Cc: Zaini (LKK Auto) <Zaini@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SCR3353G & SCR484G ON 13/12/2017 *** LKK REF: CC3/AIG17024087/ka3

Hi,

Please arrange survey on 26/12/2017 @ 11am, vw/ka, owner waiting.

Please also advice if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 19 December, 2017 7:30 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Zaini (LKK Auto); Hsiao Tong (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SCR3353G & SCR484G ON 13/12/2017 *** LKK REF: CC3/AIG17024087/ka3

Dear Shu Shi,

We refer to the below email.

Please be informed that we are currently **pending for our insured's report**.

Kindly note that for liability, claim negotiation and settlement, please contact Zaini at 6841 2132.

Our respective case handler will look into the matter and revert to you in due course.

Meanwhile, please arrange appointment for survey.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Tuesday, 19 December, 2017 2:33 PM

To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: REQUEST DIRECT SETTLEMENT FOR SCR3353G & SCR484G ON 13/12/2017

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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Mobile: +65 9386-7833

Main Line : +65 6305-7299

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shushi.tang@vw.com.sg

<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [<mailto:shushi.tang@vw.com.sg>]

Sent: Tuesday, 19 December, 2017 2:25 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP