

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 9 January 2018 4:49 PM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK6777P & GX6725T ON 3.1.18 ***LKK REF:CC3/ICS18000259/eb3

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: Tuesday, 9 January 2018 4:31 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK6777P & GX6725T ON 3.1.18 ***LKK REF:CC3/ICS18000259/eb3

Dear Asher,

Please revert on liability.

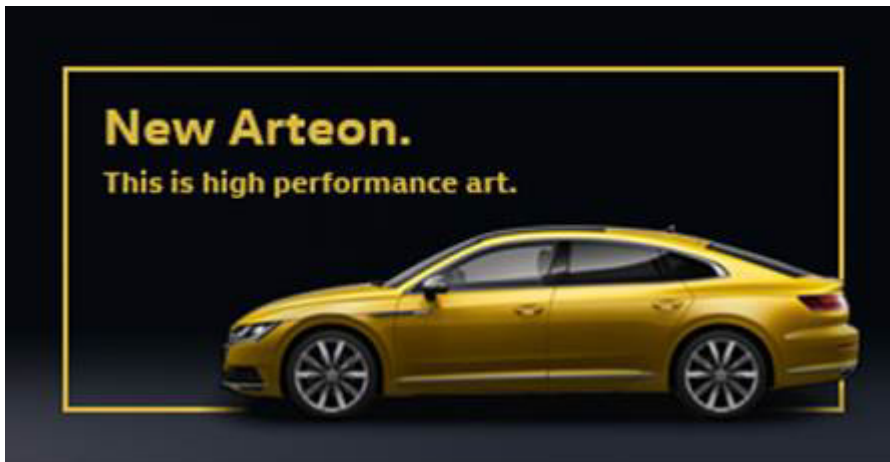
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

Sent: Thursday, 4 January, 2018 4:47 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Asher Sng (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK6777P & GX6725T ON 3.1.18 ***LKK
REF:CC3/ICS18000259/eb3

Dear Charmaine,

We refer to the below email.

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

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

Thank you

To check availability of the case handler , you may contact the undersigned.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Thursday, 4 January 2018 4:40 PM

To: Shu Pei (LKKAuto) <shupeilkkauto.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK6777P & GX6725T ON 3.1.18

Dear Shu Pei,

GIA re-attached.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)
Sent: Thursday, 4 January, 2018 11:27 AM
To: assignments (assignments@lkkauto.com); Admin A; 'Admin-D (LKK Auto) (admin-d@lkkauto.com)'
Cc: Wong, Mei (VWG Singapore) (meiy.wong@vw.com.sg); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK6777P & GX6725T ON 3.1.18

Dear LKK,

Please revert on liability and arrange survey either today anytime or tomorrow 9am. Please confirm.

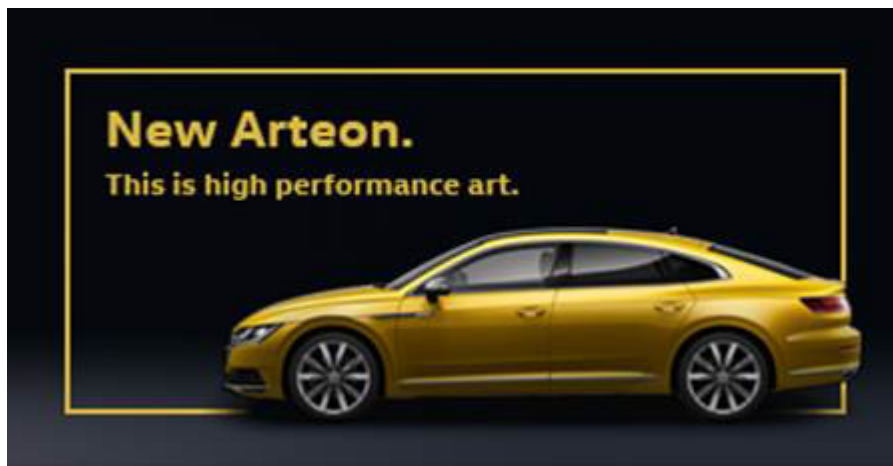
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]

Sent: Thursday, 4 January, 2018 11:34 AM

To: Kong, Charmaine (VWG Singapore)

Subject: ricohscan