

Joy Irene (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Wednesday, 7 February 2018 8:57 AM
To: Joy Irene (LKKAuto)
Cc: Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 ***
LKK REF: CC3/LCR18000354/ja3

Hi,

Please close the case, we are not pursuing the TP claim.

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: Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]
Sent: Tuesday, 6 February, 2018 5:25 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF:
CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

We refer to our e-mail correspondence below.

We would like to confirm if your client is pursuing third-party claim.

Please advise.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Joy Irene (LKKAuto)
Sent: Wednesday, 10 January 2018 4:56 PM
To: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

Kindly forward to us your evidence such as video or independent witness details/statement (if any) to support your client's report.

Please hold hands as we seek instruction from our principal M/s AIG.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Wednesday, 10 January 2018 4:37 PM

To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

Dear Irene,

Based on the report and drawing given by both drivers, immediately we could conclude the liability that our customer's statement is consistent to the damage. I have attached 2 scenario drawing for your reconsideration.

1st scenario

Your insured encroached and changed lane into our customer's right of way. Your insured will definitely jammed brake seeing that our customer could not brake in time. Our customer at that accident material time couldn't react in time and continued to drive past your insured vehicle resulting damage to the entire right hand side of our customer vehicle and the frontal left front side of your insured vehicle.

2nd scenario

Our customer encroached and changed lane into your insured right of way. The end result will be our customer seeing that your insured could not brake in time and hit into our customer vehicle. Our customer car will be in a tilted position with the right front portion slightly in your insured lane. This resulted damage to your insured entire left hand side of the vehicle and our customer damage should be only on the frontal right hand side of the vehicle.

Scenario 2 does not constitute to the actual damage on both cars. Scenario 2 should not be taken into consideration.

As this vehicle is registered under Volkswagen, we will engage legal to recover the cost of repair if the direct settlement failed.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Wednesday, 10 January, 2018 1:15 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A; CS A Team
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

We would like to update you that our insured disputed liability.

As such, we are unable to clear liability at the moment.

Kindly hold hands as we further investigate and verify the circumstances of the accident.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Joy Irene (LKKAuto)
Sent: Tuesday, 9 January 2018 11:12 AM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

We refer to the subject of this e-mail.

If there is no conclusive evidence to substantiate either party's version such video or independent witness, we will conclude that this is a case of conflicting versions.

Attached is a copy of our insured's accident report for your reference.

Meanwhile, please forward to us your evidence (if any) to support your client's report.

Kindly hold hands as we further investigate and verify the circumstances of the accident.

In the event that newly evidence is furnished by either party, we will review and re-assess the liability and will revert to your good-office.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 9 January 2018 8:41 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

Hi Joy,

Vehicle had been survey,

Please let us know if 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: Monday, 8 January, 2018 9:04 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: assignments; Admin A; Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Joy Irene (LKKAuto); Vivian Lau (LKKAuto)
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

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 Joy at 6749 5792.

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

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

"Wishing you a Happy New Year 2018"

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: Admin-D (LKKAuto)
Sent: Friday, 5 January, 2018 4:36 PM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'Ong, Germaine (VWG Singapore)' <Germaine.ong@vw.com.sg>; Aikseong.Oh@vw.com.sg
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017

Dear Shu Shi,

Appointment confirmed.

"Wishes you a Happy New Year 2018"

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

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

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: Friday, 5 January, 2018 2:02 PM

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

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>

Subject: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017

Dear Claims,

Please arrange the vehicle to be survey at 17 Tuas Ave 9, Singapore 639197.

Please arrange survey on 08/01/2017, vehicle in workshop.

Please let us know if can proceed with direct settlement.

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
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



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

Sent: Friday, 5 January, 2018 2:00 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

