

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 1 March 2018 11:24 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Zaini (LKK Auto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 *** LKK REF - CC3/LCR18002449/ps3

Without Prejudice

Dear Sirs/Madam,

We refer to your below email.

The brake light on does not indicate an intention to move off. The key factor here is that your client did not indicate any signal light to move off from a stationary position and has failed to check clear for traffic before moving off into the main road.

We regret to inform your that we have our principal instruction to maintain rejection as per BOLA 14.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@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: Wednesday, 28 February 2018 4:48 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 *** LKK REF - CC3/LCR18002449/ps3

Dear Hsiao Tong,

Please kindly advise if we can get 50-50 for this case?

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: Monday, 26 February, 2018 1:26 PM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Mei (VWG Singapore); Goh, Edmund (VWG Singapore); 'Admin A'; 'Zaini (LKK Auto)'
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 ***
LKK REF - CC3/LCR18002449/ps3

Dear Hsiao Tong,

From the video, can see my client's brake light on which meant that he was about to move off...any chance that we can get 50-50% for this claim?

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: Friday, 23 February, 2018 2:33 PM
To: 'Hsiao Tong (LKKAuto)'
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Zaini (LKK Auto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 ***
LKK REF - CC3/LCR18002449/ps3

Dear Hsiao Tong,

Please advise if your insured is making a claim against my client?

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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Wednesday, 21 February, 2018 5:03 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Zaini (LKK Auto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 ***
LKK REF - CC3/LCR18002449/ps3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SLR 3420P(AIG) & SKC 9633T ON 05/02/2018

We refer to the above matter.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client. Attached here is a copy of our insured video footage for your easy reference. The video shows that your client moved out from stationary position and collided with our insured vehicle. We are of the opinion that our insured is not liable for the accident.

In view of this, we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 21 February 2018 11:17 AM
To: 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 *** LKK REF - CC3/LCR18002449/ps3

Without Prejudice

Hi Charmaine,

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client moved out from stationary position and resulted the collision. Attached here with a copy of our insured driver accident report for your easy reference.

We are pending for our insured video footage and will get back to you soonest.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@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, 20 February 2018 11:08 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 *** LKK REF - CC3/LCR18002449/ps3

Dear Hsiao Tong,

Happy New Year to you...

Please kindly revert on the liability of this claim.

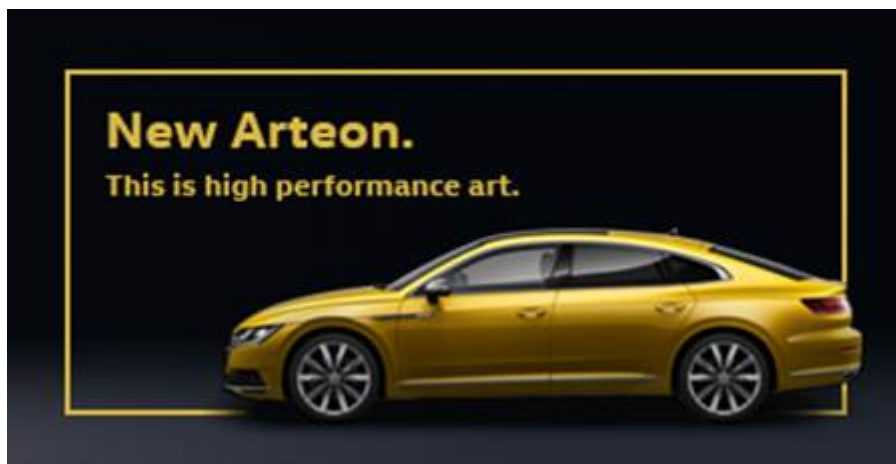
Thanks.

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: Monday, 12 February, 2018 1:54 PM
To: Hsiao Tong (LKKAuto)
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore) (meiy.wong@vw.com.sg); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 ***
LKK REF - CC3/LCR18002449/ps3

Dear Hsiao Tong,

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Wednesday, 7 February, 2018 1:49 PM
To: Kong, Charmaine (VWG Singapore); assignments; Hsiao Tong (LKKAuto)
Cc: Admin A; Admin-D (LKKAuto); Joy Irene (LKKAuto); Vivian Lau (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18 ***
LKK REF - CC3/LCR18002449/ps3

Dear Charmaine,

Thank you for your email.

We refer to the above matter.

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

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Dear Assignment Team,

Kindly assist to arrange for TP survey.

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

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@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: Wednesday, 7 February, 2018 9:43 AM
To: assignments (assignments@lkkauto.com) <assignments@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKC9633T & SLR3420P ON 5.2.18

Dear LKK,

Please arrange revert on liability , who is claim handler and arrange survey on Friday 9am. Please confirm.

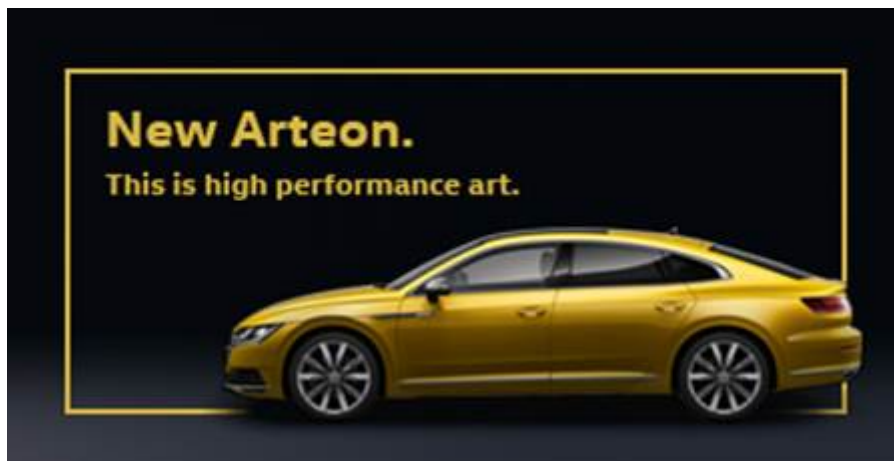
Thanks.

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: Wednesday, 7 February, 2018 11:21 AM
To: Kong, Charmaine (VWG Singapore)
Subject: ricohscan