

INSURANCE

INS. CASE OWNER:

CC 3 / LCR18002449 P1 P03

LKK:

IDAC:

Surveyor:

Rasul.

DOI:

ASSIGNMENT

09/1/18

Date / Time:

07/02/18

Registered in Merimen:

07/02/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLR 3420P

Name of Insured:

LCRP P/L

Insured Tel No.:

HP:

Excess Sec II : \$5

D.O.A.:

9/02/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Poy Kok Hong

Driver Tel No.:

90106639

(VA: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Inf. Lancer

Place of Accident:

PIVER VALLEY PD 8850

PETROL WORK

OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO

Insured Liability:

% Final ? Yes / No

SKC 9613T



INSRS:

WSP: Vollswagen

Tel.:

Liability:

RMKS:



INSRS:

WSP:

Tel.:

Liability:

RMKS:



INSRS:

WSP:

Tel.:

Liability:

RMKS:



INSRS:

WSP:

Tel.:

Liability:

RMKS:

Date/ Time

2/2/18

CHY

13/2/18

21/2/18

21/2/18

21/2/18

28/2/18

1/3/18

7/3/18

SKC 9613T - C/S/ACC 18/01/2018/TPSS Due: 27/01/18
J. C/S/ACC 18/01/2018/TPSS Due: 27/01/18
SKC 9613T - X

Request OI video from Justin.

OI video uploaded in Merimen.

Approval to reject TP claim (B14).

Email to TP: Reject.

TP appeal for rule

Seek further instruction from ALG.

ALG maintain rejection

Email to TP: Reject.

Hsiao TENG
Yan
22-02-18

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call OI:

After call hr to OI:

Documentation Check List: Handler Typist

Notification hr (if non-pickup):

After call hr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Cal

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Ltd.:

Repair Cost:

\$5

Loss of Rental (LOR):

\$5

(

days)

Loss of Use (LOU):

\$5

(5

x

days)

Loss of Income (LOI):

\$5

(5

x

days)

LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search:

\$5

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost:

\$5

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee

7P
d 320 + 420

Total:

\$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Cal

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT

Signature *P. R. M.*

REF:

ATK

2011/11/13

08841

①

ASSIGNMENT

From: _____ Date: _____
Estimated Cost: _____
OD / TP / WS / TP RES / OD RES / EVA / INV / MV
To Inspect Vehicle No: **SKL 9633T**
at Workshop no: **Volkswagen**
of: **12 THURS NOV 9**
Insured: **ATK**
Policy No: _____
Claims No: _____
Sum Insured: _____ Excess: _____
(Client's Record)
Make of Veh: _____
(Policy Condition) **after 1-30**
Remarks: The veh had commenced its repair at the time of inspection.
Est. of Market Value: _____
IDAC Accident Report: _____ Consistent? Yes or No
GIA / PR Seen: _____ Consistent? Yes or No
Est. Repairs: **3** days Res: Yes or No
Lump Sum: _____ % 3 Val: Yes or No
CA / REV / REP. / 24 HRS
Date: _____ Person Contacted: _____ Vehicle: IN / OUT



REF: **SKL 9633T** Yr/Fgr: **2011** **04**
Type: ☒ M Cycle / Bus / Van / Lorry / Taxi / Prime Mover
Truck / Trailer or
Make: **Volkswagen scirocco 1.4A** 1390
Colour: **BLACK** A/C: Insured / Std / Nil / NA
So Reading: **81089** T-Radio: Insured / Std / Nil / NA
Engine: _____
C No: **WVW222132CV009385**
Gen. Cond: Good / ☒ Fair / Poor / Burnt
Steering: ☒ In order / Jammed / Leaked / Burnt or
Brake: ☒ In order / Jammed / Leaked / Burnt or
Mod: ☒ Nil / S/Rim / STD AirRim or
Tyre Size: F: **235/40R18**
R: _____
BS / DUN / EXNOVA / GY / FS / LIZA / MIC / QHTSU / ☒ PIR / SUMI /
TOYO / YOKO or
Front: **6** mm Rear: **6** mm
R.Bal: **6** mm L.Bal: **6** mm
D.O.A: **05/02/18** D.O.I: **09/02/18**
Survey held at: **Volkswagen (THURS)**
Des. of Damages: Fnt / Rear / O/S / N/S / U/C / Rooftop or
N/S FRT
The U/C / Chassis frame / Body Structure affected due to collision

P/P \$ 5012.53 (Real \$ 3330.38 / 40%).

Date/Time: File Pass (1): ☐ Prel. Report ☐ Final Report
Days Of Repair: _____ Resurvey No. of Trip: _____
Date/Time: File Return (1): _____
Add Fee: ☐ Site Insp: \$ ☐ Inter: \$ ☐ Test: \$ ☐ Resurvey: \$
Report Format: _____
Lump Sum / I.B.I: \$ _____




LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
AIG ASIA PACIFIC INSURANCE PTE LTD			Ref : CC3/LCR18002449/pa3	
78 SHENTON WAY #08-16 CHARTIS BUILDINGS SINGAPORE 079120			Date : 07-02-2018	
			Code : LCR	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SLR 3420P	Veh. Inspected	SKC 9633T	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	07/02/2018	
2. Vehicle Particulars & Condition				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
4. Description of Damages				
5. General Information				
Accident Date	05/02/2018	Inspection Date		
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

PDI TUAS

PDI TUAS

KOH LIH PIN
348 BUKIT BATOK STREET 34
#07-240
Singapore, 650348
Singapore

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
Tax No. 199101494Z

Service Quote

Customer No. CV015758
Quote No. SER/QUO/1800218
QuoteDate 07/02/18
Salesperson Jimmy Lee
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	SCIROCCO 1.4 TSI+R2Z+KL1+3FG	53,848	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SKC9633T	WVWZZZ13ZCV009385	19/10/11	Jimmy Lee
Engine Code	Labor Type	Engine No.	Model Code
	1J	CAV 338118	1372Q5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,520.00
P B&P ALEX LABOUR	R&R RIM & BALANCE	1	UNIT		50.00
P B&P ALEX PAINT	SPRAY PAINT	2	UNIT		800 1,600.00
P B&P RIM	B&P RIM - NETT	1	UNIT		SCA 2,200.00
	Use of aftermarket rim				
P B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT -NETT	1			360.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un		280.00
	Nett				
P B&P PARTS	RUBBER VALVE	1	Time Un		NA 2.53
	KEY-IN-PARTS-NUMBER				
	Sum Labor				7,492.53
P 1K8805911A	LHS FRT WHEEL LINING	1	Pieces		SVLX 119.43
P 1K8821105D	FENDER LHF	1	Pieces		R 701.68
	Use Predecessor 1K8821105B				
P 1K8821135	FENDER BRACKET LH	1	Pieces		SVLX 29.27
	Sum Item				850.38

Payments to: - BBN - Acc.-No...

PDI TUAS

PDI TUAS

KOH LIH PIN
348 BUKIT BATOK STREET 34
#07-240
Singapore. 650348
Singapore

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
Tax No. 199101494Z

Service Quote

Customer No. CV015758
Quote No. SER/QUO/1800218
QuoteDate 07/02/18
Salesperson Jimmy Lee
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	SCIROCCO 1.4 TSI+R2Z+KL1+3FG	53,848	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SKC9633T	WVWZZZ13ZCV009385	19/10/11	Jimmy Lee
Engine Code	Labor Type	Engine No.	Model Code
	1J	CAV 338118	1372Q5

Sum Labor	7,492.53
Sum Item	850.38
Total SGD	8,342.91
7% GST	584.00
Total SGD Incl. GST	8,926.91

Explanations
P = Proportionately Charged

Payment Terms No Credit

Rasul
Hp 90010018
3 days
09/02/18 @ 1420

Ready after repair

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Payments to - BBN - Acc.-No.:

SKC9633T
 INVT: 916175509
 EMAIL: Roh.Lipen@gmail.com

REPUBLIC OF SINGAPORE
 IDENTITY CARD NO: S7940884J



Name: KOH LIH PIN
 高立平
 Race: CHINESE
 Date of birth: 31-12-1979 Sex: M
 Country of birth: SINGAPORE

REPUBLIC OF SINGAPORE / DRIVING LICENCE



Valid From: 31 Dec 1979
 Valid Until: 31 Nov 2000

800991017K

800991017K

84-01-2011

APT BLK 348 BUKIT BATOK STREET 34
 #01-780
 SINGAPORE 800888

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:

Class	Description	Valid Until
Class 1	Motor Cars and Motor Tricycles the weight of which (including load) does not exceed 2500 kilograms	31 Dec 2000

800991017K

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 13 February 2018 8:14 AM
To: Wong, Justin
Subject: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Your ref: **4683952550SG**
Our Ref: CC3/LCR18002449/pa3

Dear Sirs,

ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018

We refer to the above matter.

Kindly assist to upload OI's video footage in Merimen for our viewing.

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)

Hsiao Tong (LKKAUTO)

From: Wong, Justin <Justin.Wong@aig.com>
Sent: Wednesday, 21 February 2018 10:15 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

I have uploaded our insured's AVF in merimen.

Best Regards,

Justin Wong
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416
Justin.Wong@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Tuesday, February 13, 2018 8:14 AM
To: Wong, Justin
Subject: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Your ref: **4683952550SG**
Our Ref: CC3/LCR18002449/pa3

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We refer to the above matter.

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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)

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 21 February 2018 11:17 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
Attachments: Statement of SLR 3420P.pdf

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, Meiy (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.

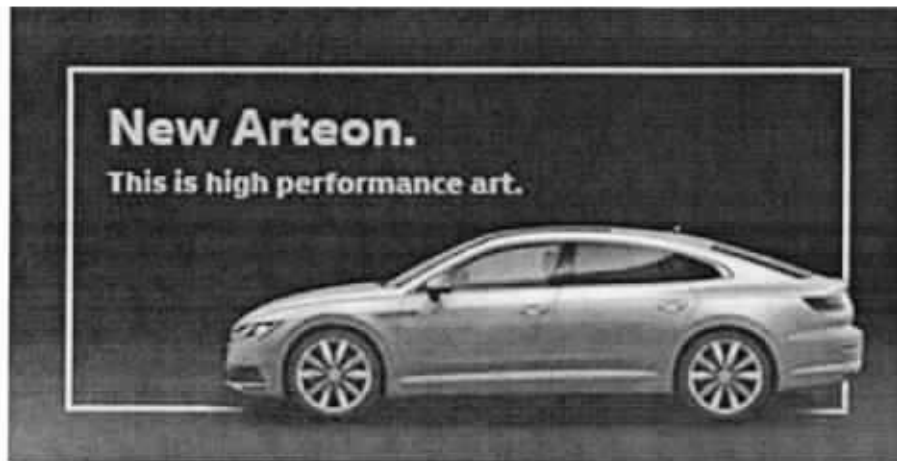
Thanks.

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

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, Mei (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

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 21 February 2018 11:11 AM
To: 'Wong, Justin'
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]
Attachments: SKC 9633T vs SLR 3420P-0.mp4

Hi Justin,

Thank you for your video.

From our insured's car video footage, third party was moving out from stationary position and collided with our insured who was passing by him. We are of the opinion that our insured driver is not liable for the accident as third party vehicle should exercise greater caution.

In view of this, we are intending to reject third party claim.

For your approval/comments/instruction please.

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: Wong, Justin [mailto:Justin.Wong@aig.com]
Sent: Wednesday, 21 February 2018 10:15 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

I have uploaded our insured's AVF in merimen.

Best Regards,

Justin Wong

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416

Justin.Wong@aig.com | www.aig.com.sg

Hsiao Tong (LKKAUTO)

From: Wong, Justin <Justin.Wong@aig.com>
Sent: Wednesday, 21 February 2018 11:21 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

Please proceed to reject third-party property damage claims as per BOLA 14.

Thank you.

Best Regards,

Justin Wong
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416
Justin.Wong@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, February 21, 2018 11:11 AM
To: Wong, Justin
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Hi Justin,

Thank you for your video.

From our insured's car video footage, third party was moving out from stationary position and collided with our insured who was passing by him. We are of the opinion that our insured driver is not liable for the accident as third party vehicle should exercise greater caution.

In view of this, we are intending to reject third party claim.

For your approval/comments/instruction please.

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: Wong, Justin [<mailto:Justin.Wong@aig.com>]

Sent: Wednesday, 21 February 2018 10:15 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

I have uploaded our insured's AVF in merimen.

Best Regards,

Justin Wong

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416

Justin.Wong@aig.com | www.aig.com.sg

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

Sent: Tuesday, February 13, 2018 8:14 AM

To: Wong, Justin

Subject: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Your ref: **4683952550SG**

Our Ref: CC3/LCR18002449/pa3

Dear Sirs,

ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018

We refer to the above matter.

Kindly assist to upload OI's video footage in Merimen for our viewing.

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)

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
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
Attachments: SKC 9633T vs SLR 3420P-0.mp4

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, 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

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, MeiY (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.

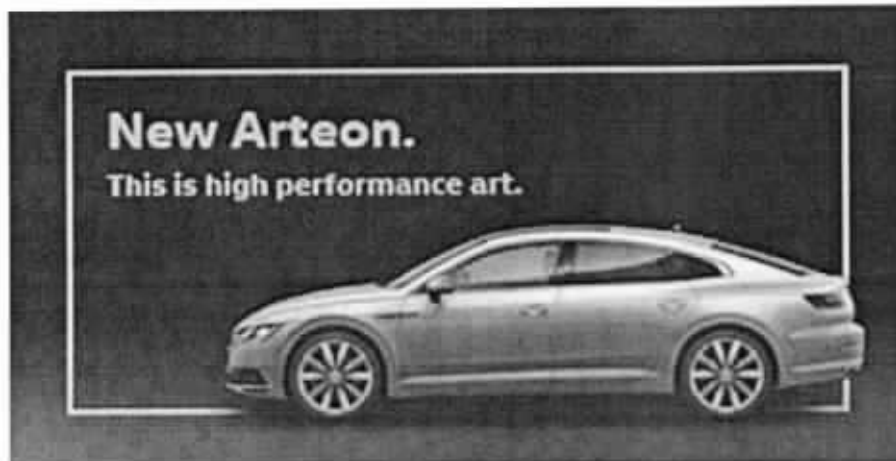
Thanks

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.

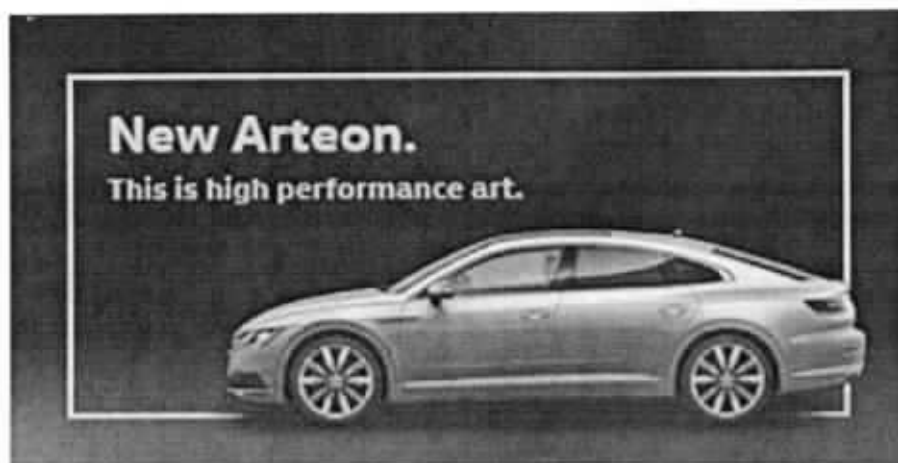
Thanks.

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 S1, 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.

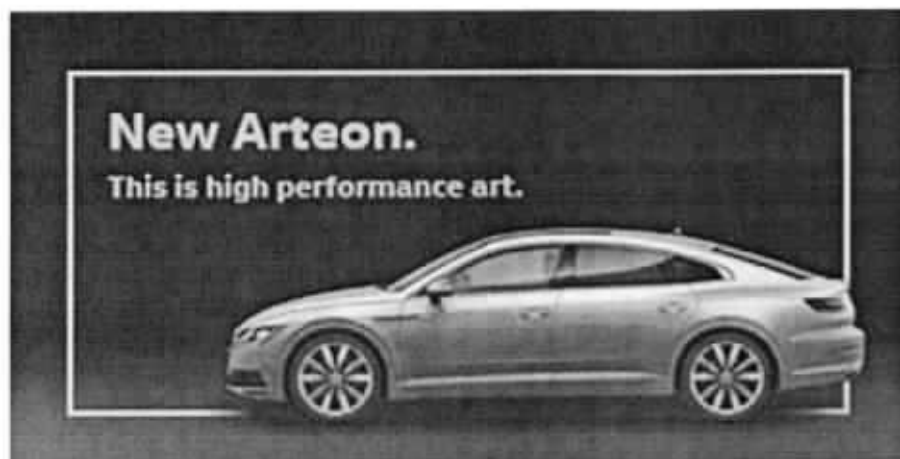
Thanks.

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

Hsiao Tong (LKKAUTO)

From: Wong, Justin <Justin.Wong@aig.com>
Sent: Thursday, 1 March 2018 9:36 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

Please reply to third-party stating that having the brake light on does not indicate an intention to move off.

The key factor here is that third-party driver 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.

Please maintain rejection as per BOLA 14.

Thank you.

Best Regards,

Justin Wong
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416
Justin.Wong@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, March 01, 2018 8:06 AM
To: Wong, Justin
Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Hi Justin,

We have rejected third party claim as per instruction. However third party appeal for 50/50 as the video shows that third party's brake light on which meant he was about to move off.

We have reviewed the matter and we are of the opinion that third party is more liable as he moved out from stationary position.

Kindly advise if we shall maintain rejection or else advise further instruction.

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: Wong, Justin [<mailto:Justin.Wong@aig.com>]

Sent: Wednesday, 21 February 2018 11:21 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

Please proceed to reject third-party property damage claims as per BOLA 14.

Thank you.

Best Regards,

Justin Wong

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #08-16 Singapore 079120

Tel: +(65) 6419 1880 | Fax: +(65) 6835 7416

Justin.Wong@aig.com | www.aig.com.sg

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

Sent: Wednesday, February 21, 2018 11:11 AM

To: Wong, Justin

Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Hi Justin,

Thank you for your video.

From our insured's car video footage, third party was moving out from stationary position and collided with our insured who was passing by him. We are of the opinion that our insured driver is not liable for the accident as third party vehicle should exercise greater caution.

In view of this, we are intending to reject third party claim.

For your approval/comments/instruction please.

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: Wong, Justin [<mailto:Justin.Wong@aig.com>]

Sent: Wednesday, 21 February 2018 10:15 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Dear Hsiao Tong,

I have uploaded our insured's AVF in merimen.

Best Regards,

Justin Wong

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416

Justin.Wong@aig.com | www.aig.com.sg

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

Sent: Tuesday, February 13, 2018 8:14 AM

To: Wong, Justin

Subject: Your ref: 4683952550SG *Our Ref: CC3/LCR18002449/pa3 [ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018]

Your ref: **4683952550SG**

Our Ref: CC3/LCR18002449/pa3

Dear Sirs,

ACCIDENT INVOLVING SLR 3420P(OI-LCR) & SKC 9633T(TP) ON 05/02/2018

We refer to the above matter.

Kindly assist to upload Ol's video footage in Merimen for our viewing.

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)

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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, Mei-y (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 you 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, Mei-y (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?

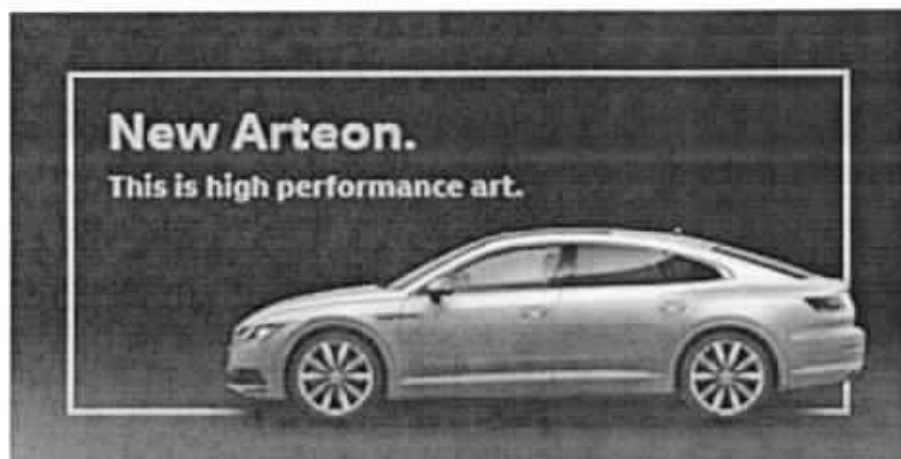
Thanks

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



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, Mely (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, 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

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, 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

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, MeiY (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.

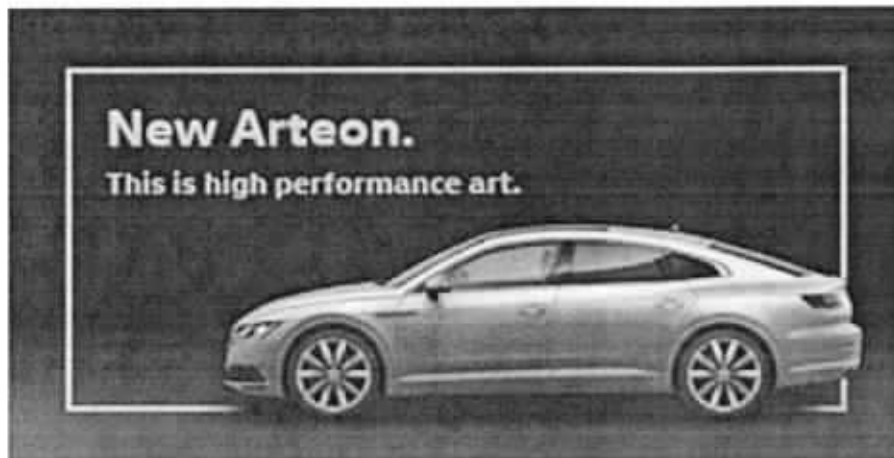
Thanks.

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

**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

TAX INVOICE

AIG ASIA PACIFIC INSURANCE PTE LTD
78 SHENTON WAY #08-16
CHARTIS BUILDING
SINGAPORE 079120

INV No. AC1802482
INV Date 09/03/2018
Reference CC3/LCR18002449/R1pa3q
Code LCR

**PROFESSIONAL SERVICE FEE**

Vehicle No. SKC 9633T
Insured Veh. SLR 3420P
Claim No. 4683952550SG
Policy No. 0999995068
Accident Date 05/02/2018
Inspection Date 09/02/2018

Description	Total
Third Party Express Settlement	320.00
Merimen Fee	20.00
Subtotal	340.00
GST (7%)	23.80
Grand Total	363.80

We shall be glad if you could forward the payment at your early convenience.

Cheque should be crossed and made payable to 'LKK Auto Consultants Pte Ltd'

LKK Auto Consultants Pte Ltd

Claim Documents

*SKC9633T (4683952550SG)
[SLR3420P]
TP
KOH LIH PIN
Feb 5 2018 10:00PM
[LCRF PTE LTD]
Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View View in Browser		
Video														1 per page		<input checked="" type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)											Thumbnail		Print		
1	21/02/18 10:13	Video - Accident											Load MP4				
Assessment Reports														1 per page		<input checked="" type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)											Thumbnail		Print		
1	08/02/18 14:34	Accident Statement From: SC - Reg. No: SLR3420P, Claimant: LCRF PTE LTD											Load HTM				
Photos/Images														3 per page		<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)											Thumbnail		Print		
1	22/02/18 07:28	Odometer Reading											Load JPG		<input checked="" type="checkbox"/>		
2	22/02/18 07:28	Chassis Number											Load JPG		<input checked="" type="checkbox"/>		
3	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
4	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
5	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
6	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
7	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
8	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
9	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
10	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
11	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
12	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
13	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
14	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
15	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
16	22/02/18 07:28	General View											Load JPG		<input checked="" type="checkbox"/>		
Documentation														1 per page		<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)											Thumbnail		Print		
1	07/02/18 14:03	NOTIFICATION FROM WORKSHOP + TP ESTIMATE											Load PDF				
2	07/02/18 14:03	TP GIA REPORT											Load PDF				
3	20/02/18 19:33	TP ESTIMATE - MARKED											Load PDF				
4	22/02/18 07:27	Email from AIG dd 210218											Load PDF				
5	22/02/18 07:27	Email to TP_reject dd 210218											Load PDF				
6	08/03/18 08:41	Email from AIG_maintain rejection dd 010318											Load PDF				
7	08/03/18 08:41	Email to TP_maintain rejection dd 010318											Load PDF				

Documents Checklist

DOCUMENTS CHECKLIST[Reset](#)[Save](#)[Print](#)

There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

...CLAIM SUBFOLDER...(Pending for Survey Report)

Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	07 Feb 2018 Edit Reg		09 Feb 2018 00:00 Edit Adj Rpt	S\$5,012.53 Edit Estimates	S\$5,012.53 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: LCRF PTE LTD, Co. Reg. No.: 201624597K									
Main Claimant: KOH LIH PIN, ID: S7940884									
Vehicle Reg. No.:		SKC9633T	Date of Loss:	05/02/2018 22:00 - :59					
Claim Type:		TP / 4683952550SG	Policy/Cover Note No.:	0999995068					
Vehicle Reg. No. (Insured):		SLR3420P	Policy No. (Claimant):	A80416332AVW					
		Excess:							
Repairer: Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Wong, Justin] Justin.Wong@aig.com									
Claimant's Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 19/02/2018]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/LCR18002449/R1PA3Q2

Date: 09/03/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999995068
 Claimant Vehicle No: SKC9633T Insured Vehicle No: SLR3420P
 Date of Loss: 05/02/2018 Nature of Claim: TP Claim No: 4683952550SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKC9633T
 Make & Model: VOLKSWAGEN SCIROCCO, 1.4 L (A) Engine No: CAV338118
 Reg. Date: 19/10/2011 (Man. Year: 2011) Chassis No: WWWZZZ13ZCV009385
 Colour: Black Odometer: 81039 km
 Engine Capacity: 1390 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition: Yes

CONDITION OF TYRES

Front Tyre Size: 235/40 R18 Rear Tyre Size: 235/40 R18
 Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm
 Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,052.91	2,202.53	850.38	27.85
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,290.00	2,810.00	2,480.00	46.88
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	8,342.91	5,012.53	3,330.38	39.92
+ GST 7.00/7.00% (S\$)	584.00	350.88	233.12	39.92
Nett Amount (S\$)	8,926.91	5,363.41	3,563.50	39.92
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 09/02/2018
 Date Inspected: 09/02/2018 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 3.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*B&P RIM	Scratched	2,200.00 FS	*2,200.00 FS
2	1		*RUBBER VALVE	Necessary	2.53 FS	*2.53 FS
3	1		*LHS FRT WHEEL LINING	Serviceable	119.43 FS	*- FS
4	1		*FENDER LHF	Repair	701.68 FS	*- FS
5	1		*FENDER BRACKET LH	Serviceable	29.27 FS	*- FS
Total Parts (S\$)					3,052.91	2,202.53

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	LABOUR	New	2,520.00	840.00
2	R&R RIM BALANCE	New	50.00	50.00
3	SPRAY PAINT	New	1,600.00	800.00
4	B&P WHEEL ALIGNMENT	New	360.00	360.00
5	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
6	ELECT WIRING & MECH COMPO	New	280.00	280.00
Gross Labour Cost (S\$)			5,290.00	2,810.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >