

## Shirley Hiew (LKK Auto)

---

**From:** Admin-D (LKKAuto)  
**Sent:** Tuesday, 20 February 2018 9:31 AM  
**To:** 'Motor Claim - III'; assignments  
**Cc:** 'Sherini Pillai'; Admin A  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** Motor Claim - III [mailto:motorclaim@iii.com.sg]  
**Sent:** Tuesday, 20 February 2018 8:54 AM  
**To:** Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>  
**Cc:** Sherini Pillai <sherini@iii.com.sg>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SKN5444R](#) and let us have your report urgently.

This claim will be handled by [Ms Sherini](#).

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

---

**From:** Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]  
**Sent:** 19 February, 2018 4:51 PM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**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>; Sherini Pillai <sherini@iii.com.sg>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Hi,

Please assign to LKK.

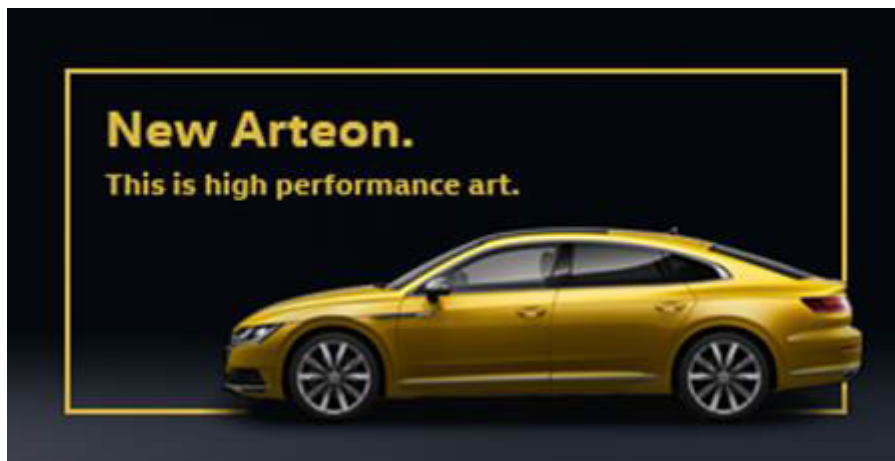
Thanks.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

**Sent:** Monday, 19 February, 2018 4:33 PM

**To:** Kong, Charmaine (VWG Singapore)

**Cc:** Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Sherini Pillai

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*  
**ANDREW LIM**  
Motor Claims Dept.  
**India International Insurance Pte Ltd**  
64 Cecil Street | #05 IOB Building | Singapore 049711  
Tel: 6347 6100, Ext - 227  
**S&P 'A-' (stable) rated Company**

---

**From:** Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Monday, 19 February, 2018 4:04 PM  
**To:** Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>; Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Hi Sherini,

May I know which surveyor is assign to survey this car?

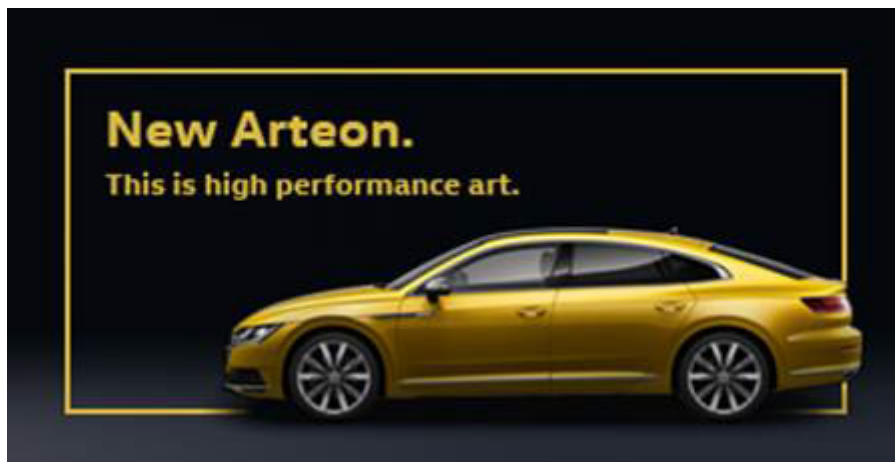
Thanks.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Sherini Pillai [<mailto:sherini@iii.com.sg>]  
**Sent:** Monday, 19 February, 2018 3:44 PM

**To:** Kong, Charmaine (VWG Singapore); Motor Claim - III  
**Cc:** Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Charmaine,

Liability is not clear. We can only revert upon receiving the video from Comfort.  
Survey will be done on a without prejudice basis.

Regards,

*Sherini Pillai*

**Motor Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street, #04/#05 IOB Building, Singapore 049711

DID: 6347 6128 Fax: 6224 4174



---

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

**Sent:** Monday, February 19, 2018 3:27 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>

**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore)

<[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Sherini,

Please advise on liability and arrange survey.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

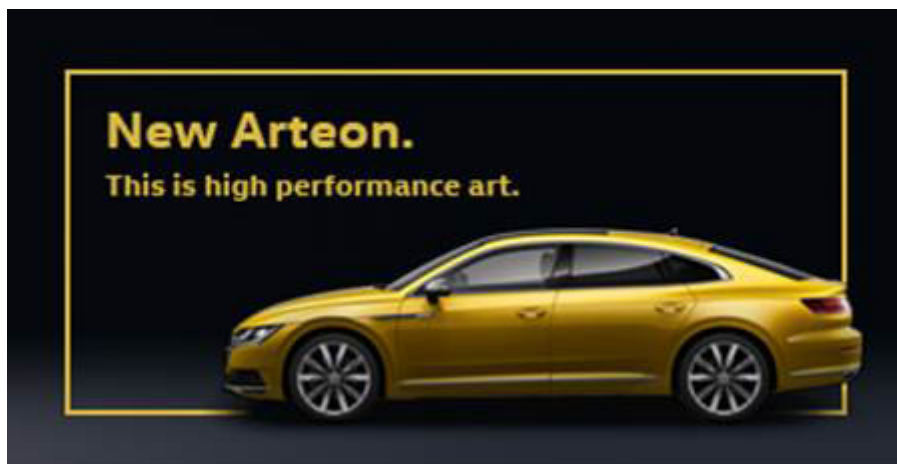
Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)

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



---

**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]  
**Sent:** Monday, 19 February, 2018 3:04 PM  
**To:** Sherini Pillai  
**Cc:** Kong, Charmaine (VWG Singapore)  
**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Officer,

Please advise on liability.

*Best Regards,*  
**ANDREW LIM**  
Motor Claims Dept.  
**India International Insurance Pte Ltd**  
64 Cecil Street | #05 IOB Building | Singapore 049711  
Tel: 6347 6100, Ext - 227  
**S&P 'A-' (stable) rated Company**

---

**From:** Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Thursday, 15 February, 2018 11:37 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN5444R & SHA3942L ON 14.2.18

Dear Claims,

Please revert on liability & survey arrangements.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Thursday, 15 February, 2018 1:07 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including

the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached

you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K