

## Asher Sng (LKKAUTO)

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Tuesday, 3 April 2018 9:17 AM  
**To:** 'Cheong, Pearlyn (VWG Singapore)'; Ong, Germaine (VWG Singapore); Kong, Charmaine (VWG Singapore); SUR; Shu Pei (LKKAUTO)  
**Cc:** Admin A; Goh, Edmund (VWG Singapore); Wong, MeiY (VWG Singapore)  
**Subject:** RE: SLQ6679X - SURVEYOR MARKING \*\*\*LKK REF:CC3/AIG18005791/R1eb3

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

In order to expedite the claim process, please forward all relevant documents for us (**LKK**) to proceed on negotiate settlement.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Cheong, Pearlyn (VWG Singapore) [mailto:[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)]  
**Sent:** Monday, 2 April 2018 3:08 PM  
**To:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Ong, Germaine (VWG Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Shu Pei (LKKAUTO) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Subject:** RE: SLQ6679X - SURVEYOR MARKING \*\*\*LKK REF:CC3/AIG18005791/R1eb3  
**Importance:** High

Dear Asher,

Please advise on the liability as soon as possible. Third party have already reported according to our customer.

Best regards,

Pearlyn Cheong  
Service Advisor  
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288  
Mobile : +65 9236 1336  
Main line: +65 6305 7299  
Main Fax: +65 6474 3643  
[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)  
<http://www.vw.com.sg>



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

**Sent:** Wednesday, 28 March, 2018 6:53 PM

**To:** Ong, Germaine (VWG Singapore); Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Wong, Meiy (VWG Singapore)

**Cc:** Admin A; CS A Team

**Subject:** RE: SLQ6679X - SURVEYOR MARKING \*\*\*LKK REF:CC3/AIG18005791/R1eb3

Dear Germaine,

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.*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

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**From:** Ong, Germaine (VWG Singapore) [<mailto:Germaine.ong@vw.com.sg>]

**Sent:** Wednesday, 28 March 2018 3:51 PM

**To:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@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)>; Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** SLQ6679X - SURVEYOR MARKING

Dear LKK

Vehicle had been survey, please let us know if we can proceed on direct settlement

Best Regards

Germaine Ong  
Insurance Service Advisor  
AfterSales

Volkswagen Centre Singapore  
17 Tuas Ave 9  
Singapore 639197

HP: +65 92361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Oh, Aik Seong (VWG Singapore)

**Sent:** Wednesday, 28 March, 2018 2:28 PM

**To:** Ong, Germaine (VWG Singapore)

**Subject:** FW: Scan von MyMFP

Best Regards

Oh Aik Seong  
(Body & Paint Dept)  
Aftersale

Volkswagen Group Singapore Pte Ltd  
No: 17 Tuas Ave 9

Mobile No: +65-85187912

[aikseong.oh@vw.com.sg](mailto:aikseong.oh@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [aikseong.oh@vw.com.sg](mailto:aikseong.oh@vw.com.sg) [<mailto:aikseong.oh@vw.com.sg>]  
**Sent:** Wednesday, March 28, 2018 2:26 PM  
**To:** Oh, Aik Seong (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP