

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Wednesday, 9 May 2018 10:45 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18 ***LKK REF:CC3/AIG18008345/eb3

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 | 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, 9 May 2018 10:32 AM
To: Asher Sng (LKKAuto) <AsherSng@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>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18 ***LKK REF:CC3/AIG18008345/eb3

Dear Asher,

I will email you the scene videos in a link. Please reply on liability there-after.

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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 7 May, 2018 8:50 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); assignments; Admin A; Asher Sng (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18 ***LKK
REF:CC3/AIG18008345/eb3

Dear Charmaine,

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 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 | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Monday, 7 May 2018 2:38 PM

To: 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@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: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18

Dear Charmaine,

Ok.

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

Sent: Monday, 7 May, 2018 2:32 PM

To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Admin A' <admin-a@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: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18

Ok, Wednesday 9.30am confirmed. Please inform surveyor to be here on time.

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: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, 7 May, 2018 2:24 PM
To: Kong, Charmaine (VWG Singapore); 'assignments'; 'Admin A'
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18

Dear Charmaine,

We arrange survey on 09.05.2018 @ 9.30am.

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: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Monday, 7 May, 2018 2:21 PM
To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Admin A' <admin-a@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: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING EY1283J & SGP7487R ON 6.5.18

Dear Catherine,

Customer can only make it at 9.30am. In this case, can arrange Wednesday or any day at 9.30am?

Note: I had changed the subject heading as the previous subject heading vehicle was wrong.

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: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, 7 May, 2018 12:58 PM
To: Kong, Charmaine (VWG Singapore); 'assignments'; 'Admin A'
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ5192M & SLD5307U ON 30.4.18

Dear Charmaine,

Can we arrange at 11.30am?

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: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Monday, 7 May, 2018 11:54 AM
To: assignments (assignments@lkkauto.com) <assignments@lkkauto.com>; Admin A <admin-a@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 SKJ5192M & SLD5307U ON 30.4.18

Dear LKK,

Please revert on liability & arrange survey tomorrow at 9.30am. 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: Monday, 7 May, 2018 11:34 AM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP