

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 25 May 2018 9:12 AM
To: 'Tang, Shu Shi (VWG Singapore)'; Shu Pei (LKKAuto)
Cc: Admin A; Admin-D (LKKAuto)
Subject: RE: request direct settlement for SJX136Y & SLT74P on 18/05/2018 ***LKK
REF:CC3/AIG18009236/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: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Thursday, 24 May 2018 11:29 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: request direct settlement for SJX136Y & SLT74P on 18/05/2018 ***LKK REF:CC3/AIG18009236/eb3

Hi,

Vehicle had been survey, please let us know if can proceed with DS?

Best Regards,

Tang Shu Shi

Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)
Sent: Tuesday, 22 May, 2018 2:38 PM
To: 'Catherine Chong (LKK Auto)'
Cc: 'Admin A'; 'Asher Sng (LKKAuto)'; 'Shu Pei (LKKAuto)'
Subject: RE: request direct settlement for SJX136Y & SLT74P on 18/05/2018 ***LKK REF:CC3/AIG18009236/eb3

Hi,

Customer cannot.

Only tomorrow 10am or Thursday 8.30am.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 22 May, 2018 2:08 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: 'Admin A'; 'Asher Sng (LKKAuto)'; 'Shu Pei (LKKAuto)'
Subject: RE: request direct settlement for SJX136Y & SLT74P on 18/05/2018 ***LKK REF:CC3/AIG18009236/eb3

Dear Shu Shi,

Can we arrange on 24.05.2018 @ 10am?

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 22 May, 2018 1:38 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>
Subject: RE: request direct settlement for SJX136Y & SLT74P on 18/05/2018 ***LKK REF:CC3/AIG18009236/eb3

Hi,

Please arrange survey on 23/05/2018 @ 10am, vw/ka, owner waiting.

Please revert to confirm.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 21 May, 2018 8:17 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; Asher Sng (LKKAuto)
Subject: RE: request direct settlement for SJX136Y & SLT74P on 18/05/2018 ***LKK REF:CC3/AIG18009236/eb3

Dear Shu Shi,

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: shupeil@lkkauto.com | fax: 6741-4108

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Monday, 21 May 2018 5:17 PM
To: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: request direct settlement for SJX136Y & SLT74P on 18/05/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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From: shushi.tang@vw.com.sg [<mailto:shushi.tang@vw.com.sg>]
Sent: Monday, 21 May, 2018 5:15 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP