

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 21 June 2018 9:51 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: 'Wong, Meiy (VWG Singapore)'; 'Cheong, Pearlyn (VWG Singapore)'; 'Goh, Edmund (VWG Singapore)'
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

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 to 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: Asher Sng (LKKAuto)
Sent: Wednesday, 20 June 2018 3:32 PM
To: 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.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>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Without Prejudice

Hi Charmaine,

We refer to the email below.

Our insured have reported the accident, however we are pending instruction from our principal.

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, 20 June 2018 3:30 PM

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>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Hi Asher,

Does it means that your insured had reported?

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: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]
Sent: Wednesday, 20 June, 2018 9:43 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Dear Charmaine,

We refer to the above matter.

Please be informed that we are currently pending verification from our principal.

Shall revert to you once our principal revert to us.

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, 20 June 2018 9:38 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>
Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Dear Asher,

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: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, 18 June, 2018 5:20 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Wong, MeiY (VWG Singapore); assignments@lkkauto.com; Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Dear Charmaine,

Appointment confirmed.

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, 18 June, 2018 5:16 PM
To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, MeiY (VWG Singapore)

<meiy.wong@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Dear Catherine,

Please arrange survey tomorrow 4.30pm.

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, 18 June, 2018 2:50 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore)

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGQ1787J & SGT532T ON 12.6.18

Dear Charmaine,

Kindly check the vehicle currently got in the workshop?

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)