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

WTHOUT 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: <u>ashersng@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(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: <u>ashersng@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(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) < eeerlyn.cheong@vw.com.sg; Goh, Edmund (VWG Singapore) < eeerlyn.cheong@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

<u>charmaine.kong@vw.com.sg</u>

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: <u>ashersng@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(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) < <u>meiy.wong@vw.com.sg</u>>; 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

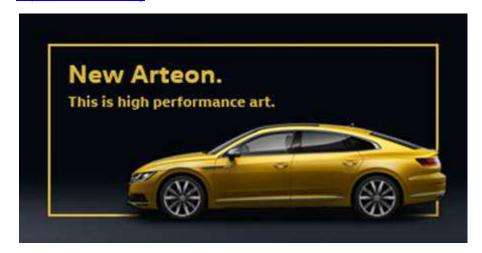
Direct line: +65 6305 7176

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) < <u>admin-d@lkkauto.com</u>>

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

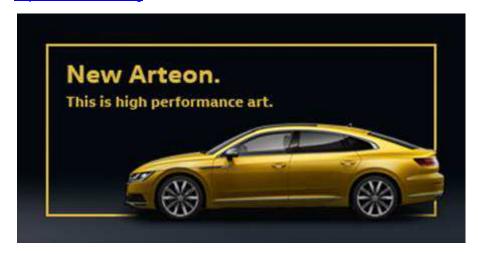
Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

<u>charmaine.kong@vw.com.sg</u>

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)