

## Asher Sng (LKKAUTO)

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Wednesday, 25 July 2018 11:00 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 SKM1878D & SLU695S ON 18.7.18 \*\*\* LKK REF: CC3/AIG18013202/ea3

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](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>  
**Sent:** Monday, 23 July 2018 4:27 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 SKM1878D & SLU695S ON 18.7.18 \*\*\* LKK REF: CC3/AIG18013202/ea3

Dear Asher,

Please advise 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, 20 July, 2018 1:27 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Cc:** Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); assignments; Admin A; Asher Sng (LKKAUTO); Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKM1878D & SLU695S ON 18.7.18 \*\*\* LKK  
REF: CC3/AIG18013202/ea3

Dear Sir/ Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA 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.

***Meanwhile, please arrange appointment for survey.***

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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:** Friday, 20 July, 2018 9:34 AM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@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)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKM1878D & SLU695S ON 18.7.18

Dear LKK,

Please arrange survey on Monday 2.30pm. 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg) [<mailto:charmaine.kong@vw.com.sg>]

**Sent:** Friday, 20 July, 2018 9:18 AM

**To:** Kong, Charmaine (VWG Singapore)

**Subject:** Scan von MyMFP

Scan from MyMFP