

## Asher Sng (LKKAUTO)

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Tuesday, 24 July 2018 6:07 PM  
**To:** 'Tang, Shu Shi (VWG Singapore)'; Mei Kwan (LKKAUTO); Chee, Steven (VWG Singapore)  
**Cc:** Oh, Aik Seong (VWG Singapore); Ong, Germaine (VWG Singapore); Hsiao Tong (LKKAUTO); Joy Irene (LKKAUTO); Admin A; assignments  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLQ9688A & SJH663B DOA:17/07/2018 \*\*\* LKK REF: CC3/AIG18013203/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)

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**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Monday, 23 July 2018 4:31 PM  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Cc:** Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLQ9688A & SJH663B DOA:17/07/2018 \*\*\* LKK REF: CC3/AIG18013203/ea3

Hi,

Please arrange vehicle to be survey at 17 Tuas Ave 9, Singapore 639197.

Vehicle is in workshop.

Please advise if we 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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Tang, Shu Shi (VWG Singapore)  
**Sent:** Monday, 23 July, 2018 4:00 PM  
**To:** 'Mei Kwan (LKKAUTO)'; Chee, Steven (VWG Singapore)  
**Cc:** Oh, Aik Seong (VWG Singapore); Ong, Germaine (VWG Singapore); Asher Sng (LKKAUTO); Hsiao Tong (LKKAUTO); Joy Irene (LKKAUTO); Admin A; assignments  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLQ9688A & SJH663B DOA:17/07/2018 \*\*\* LKK REF: CC3/AIG18013203/ea3

Hi,

May I know if liability is clear for this claim?

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, 20 July, 2018 1:41 PM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore); Oh, Aik Seong (VWG Singapore); Ong, Germaine (VWG Singapore); Asher Sng (LKKAuto); Hsiao Tong (LKKAuto); Joy Irene (LKKAuto); Admin A; assignments  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLQ9688A & SJH663B DOA:17/07/2018 \*\*\* LKK REF: CC3/AIG18013203/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)

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**From:** Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]  
**Sent:** Thursday, 19 July, 2018 6:50 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Cc:** Tang, Shu Shi (VWG Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Oh, Aik Seong (VWG Singapore) <[Aikseong.oh@vw.com.sg](mailto:Aikseong.oh@vw.com.sg)>; Ong, Germaine (VWG Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Subject:** REQUEST DIRECT SETTLEMENT FOR SLQ9688A & SJH663B DOA:17/07/2018

Dear claims,

Please revert liability & arrange survey for this claims.

Best Regards,

Steven Chee  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)

<http://www.vw.com.sg>



**From:** [steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg) [<mailto:steven.chee@vw.com.sg>]

**Sent:** Thursday, 19 July, 2018 6:48 PM

**To:** Chee, Steven (VWG Singapore)

**Subject:** Scan von MyMFP

Scan from MyMFP