

Asher Sng (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Tuesday, 14 August 2018 5:12 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Asher Sng (LKKAuto); Hsiao Tong (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Importance: High

Without Prejudice

Our Ref: CC4/III18014475/ea3
Your Ref: SKN 4218J

Dear Charmaine,

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 be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

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From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: Tuesday, 14 August 2018 5:06 PM
To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear Poh Kin,

As spoken, please forward me the liability clearance.

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: Kong, Charmaine (VWG Singapore)
Sent: Tuesday, 14 August, 2018 10:44 AM
To: 'Asher Sng (LKKAuto)'
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear Asher,

How is this case? Please revert..

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: Kong, Charmaine (VWG Singapore)
Sent: Monday, 13 August, 2018 1:16 PM
To: Asher Sng (LKKAuto)
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear Asher,

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



From: Zuhaidah Samsuri [<mailto:aida@iii.com.sg>]
Sent: Friday, 10 August, 2018 10:17 AM
To: Kong, Charmaine (VWG Singapore); 'Admin A'; 'SUR'
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear LKK,

Please seek mandate in Merimen and follow-up with VW.

Thanks.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Wednesday, 8 August, 2018 2:35 PM
To: Motor Claim - III <motorclaim@iii.com.sg>; Zuhaidah Samsuri <aida@iii.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 SKN4218J & SH7101D ON 5.8.18

Dear Aida,

Please advise on the 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: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Tuesday, 7 August, 2018 4:22 PM

To: Kong, Charmaine (VWG Singapore); 'sur@lkkauto.com'; Catherine Chong (LKK Auto)

Cc: Zuhaidah Samsuri

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SKN4218J](#) and let us have your report urgently.

This claim will be handled by [Ms Aida](#).

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee
Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711
Tel: 6347 6100, Ext - 248

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: 07 August, 2018 4:18 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Hi,

Please assign to LKK.

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: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Tuesday, 7 August, 2018 4:10 PM

To: Kong, Charmaine (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: 07 August, 2018 9:58 AM

To: Motor Claim - III <motorclaim@iii.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: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKN4218J & SH7101D ON 5.8.18

Dear Claims,

Please revert on liability & survey arrangements.

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: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]
Sent: Tuesday, 7 August, 2018 9:48 AM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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