

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Thursday, 16 August 2018 9:50 AM
To: 'Tang, Shu Shi (VWG Singapore)'; Admin-D (LKKAUTO); Chee, Steven (VWG Singapore); Mei Kwan (LKKAUTO)
Cc: Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK REF: CC3/AIG18014609/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 | fax: 6741-4108

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

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 16 August 2018 9:43 AM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK REF: CC3/AIG18014609/ea3

Dear all,

Vehicle had been survey, may I know 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
<http://www.vw.com.sg>



From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 14 August, 2018 9:40 AM
To: Tang, Shu Shi (VWG Singapore); Chee, Steven (VWG Singapore); 'Mei Kwan (LKKAuto)'
Cc: 'Asher Sng (LKKAuto)'; 'Joy Irene (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; 'Admin A'; 'assignments'
Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK
REF: CC3/AIG18014609/ea3

Dear Shu Shi,

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 14 August, 2018 9:34 AM
To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>; Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>
Cc: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Joy Irene (LKKAuto)' <JoyIrene@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK
REF: CC3/AIG18014609/ea3

Hi,

Please arrange survey on 15.08.2018 @ 12.30pm, vw/ka, owner waiting.

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



From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 14 August, 2018 9:05 AM
To: Chee, Steven (VWG Singapore); 'Mei Kwan (LKKAuto)'
Cc: Tang, Shu Shi (VWG Singapore); 'Asher Sng (LKKAuto)'; 'Joy Irene (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; 'Admin A'; 'assignments'
Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK
REF: CC3/AIG18014609/ea3

Dear Steven,

Please be informed that our appointment full today, can we arrange survey on 15.08.2018 @ 12.30pm?

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: Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]
Sent: Tuesday, 14 August, 2018 8:27 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK
REF: CC3/AIG18014609/ea3

Dear Mei Kwan,

Is it possible surveyor come today? Around 12.30 pm at kampong ampat 14/08/2018

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



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Monday, 13 August, 2018 3:46 PM

To: Chee, Steven (VWG Singapore)

Cc: Tang, Shu Shi (VWG Singapore); Asher Sng (LKKAuto); Joy Irene (LKKAuto); Hsiao Tong (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018 *** LKK
REF: CC3/AIG18014609/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 | fax: 67414108

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

From: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Sent: Monday, 13 August, 2018 3:14 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Subject: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SFL1196C & GW8512H DOA: 09/08/2018

Dear claims,

Please revert liability & arrange survey for this vehicle. Vehicle not in workshop.

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

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



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

Sent: Monday, 13 August, 2018 3:11 PM

To: Chee, Steven (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP