



open ref pls.  
a/BSH18015014/DC

Ryan Ang (LKKAuto)

**From:** Loh, Lucy KC <Lucy.Loh@bhspecialty.com>  
**Sent:** Friday, 13 July 2018 9:19 AM  
**To:** Olivia Lau (LKKAuto)  
**Cc:** SUR; Ngai, Norman  
**Subject:** FW: Toll Logistics (Asia) Limited - Engine oil leakage on VW Golf 9/7/2018 - BHSI ref: TBC

3 ppls send now. 60819

Dear Olivia,

Nice speaking to you this morning and glad you are keeping well.

As spoken, kindly arrange for a without prejudice inspection on the affected vehicle. You may contact the following Toll personnel from the Operations Department to make the necessary arrangement

Dickson.Tan@tollgroup.com  
Operations Executive  
T +65 6211 3226  
M +65 97739930

park at lot 2 after meeting for that vehicle come in on Sunday.

Ryan 9424 8963

driver by toll ppl to our place.

Idris Ong:  
Vice President (Operations)  
Idris.ong@tollgroup.com  
T +65 6211 3223  
M +65 9027 7766

17 Tras Ave 9

Please advise the name and details of the surveyor attending to the matter.

Thanks.

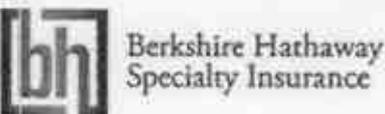
PSA ppl will arrive from ship. after custom clear

Regards,  
**Lucy Loh**  
Head of Claims  
Berkshire Hathaway Specialty Insurance  
39 Robinson Road, #10-01 Robinson Point  
Singapore 068911

Ship arrive on 5th July.

DID : +65 6675 1474  
Email: [lucy.loh@bhspecialty.com](mailto:lucy.loh@bhspecialty.com)

Send to 8th July.



Sold car. Golf.  
A promise to customer.

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**From:** Ngai, Norman  
**Sent:** Thursday, July 12, 2018 5:48:22 PM  
**To:** [sur@lkkauto.com](mailto:sur@lkkauto.com)

Cc: Collier, Tim

Subject: Toll Logistics (Asia) Limited - Engine oil leakage on VW Golf 9/7/2018 - BHSI ref: TBC

Hi LKK

We refer to our phone call a while ago.

Here are the claim details:

Division	Global Logistics - Singapore
Business Unit	Toll Logistics (Asia) Ltd
Customer	Volkswagen Group Singapore Pte Ltd
Date of loss	July 9, 2018
Loss Amount	TBA.
Loss description	A brand new Volkswagen Golf, driven by Toll employee, was in the process of being driven from the second floor of Toll's warehouse to the ground floor where Volkswagen's workshop is when it suddenly stopped due to engine oil leakage. As per Volkswagen's instruction the vehicle was then towed to the ground floor.

Please confirm whether you can send a motor surveyor down to Toll's warehouse 17 Tuas Avenue 9 tomorrow, to investigate the cause, nature and extent of damage to the vehicle.

The contact person's details:

**Gunarso Wibisono**

Manager

Insurance

**Global Logistics**

5 Clementi Loop

Singapore 129816

T +65 6462 8829

F +65 6462 8884

[gunarso.wibisono@tollgroup.com](mailto:gunarso.wibisono@tollgroup.com)

We hope to hear from you soon.

**Norman Ngai, ACII**

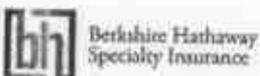
Claims Manager, Casualty

Berkshire Hathaway Specialty Insurance

39 Robinson Road, #10-01, Robinson Point

Singapore 068911

Office +65 6675 1477



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**Bryan Ang (LKKAuto)**

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**From:** Loh, Lucy KC <Lucy.Loh@bhspecialty.com>  
**Sent:** Friday, 13 July 2018 10:02 AM  
**To:** Bryan Ang (LKKAuto); Olivia Lau (LKKAuto)  
**Cc:** SUR; Ngai, Norman  
**Subject:** RE: Toll Logistics (Asia) Limited - Engine oil leakage on VW Golf 9/7/2018 - BHSI ref: TBC

Dear Bryan,

Thanks for the confirmation.

The following pointers may be of assistance in your investigation in addition to the inspection on the cause, origin and extent of damage to affected vehicle

- 1) When did the affected vehicle arrived at Toll premises
- 2) How did it arrive (example : in container, towed by a truck etc)
- 3) What was the condition of vehicle? Any damage noted? Any photographs?
- 4) Request documents such as delivery receipt signed by Toll personnel at time of accepting vehicle at their premises. Please obtain a copy of the contractual agreement between Toll and Volkswagen
- 5) Any instructions from Volkswagen on storage requirements? Special instructions?
- 6) Besides storage, did Toll do anything else to the vehicle?
- 7) Where was vehicle stored at Toll premises? Was vehicle moved from its original storage position? If so, why was it moved and to where? How was it moved? Tow or driven? Please obtain dates and gather as much information if this is the situation
- 8) On the date of alleged oil leakage of vehicle – what happened? What damage(s) were noted. Who drove the vehicle? Was it Toll personnel? Or a contractor of Toll? Name of person who drove the affected vehicle and what's his experience? How long in the employment of Toll.
- 9) It was reported that Volkswagen instructed Toll to drive vehicle to ground floor. Any other vehicles required besides the affected vehicle? Any other damages recorded?

Look forward to receiving further updates from you shortly.

Thanks.

Regards,  
**Lucy Loh**  
Head of Claims  
Berkshire Hathaway Specialty Insurance  
39 Robinson Road, #10-01 Robinson Point  
Singapore 068911

DID : +65 6675 1474  
Email: [lucy.loh@bhspecialty.com](mailto:lucy.loh@bhspecialty.com)



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