

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Wednesday, 3 October 2018 5:27 PM
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 SLQ5336S & SMC449U ON 25.9.18 *** LKK REF: CC4/ASM18017603/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: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Tuesday, 2 October 2018 10:30 AM
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 SLQ5336S & SMC449U ON 25.9.18 *** LKK REF: CC4/ASM18017603/ea3

Dear Asher,

How is this case?

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: Friday, 28 September, 2018 11:07 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 SLQ5336S & SMC449U ON 25.9.18 *** LKK
REF: CC4/ASM18017603/ea3

Hi Asher,

Please kindly revert on liability. Straight forward admitted case..

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 27 September, 2018 3:51 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Asher Sng (LKKAuto); Joy Irene (LKKAuto); Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLQ5336S & SMC449U ON 25.9.18 *** LKK
REF: CC4/ASM18017603/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

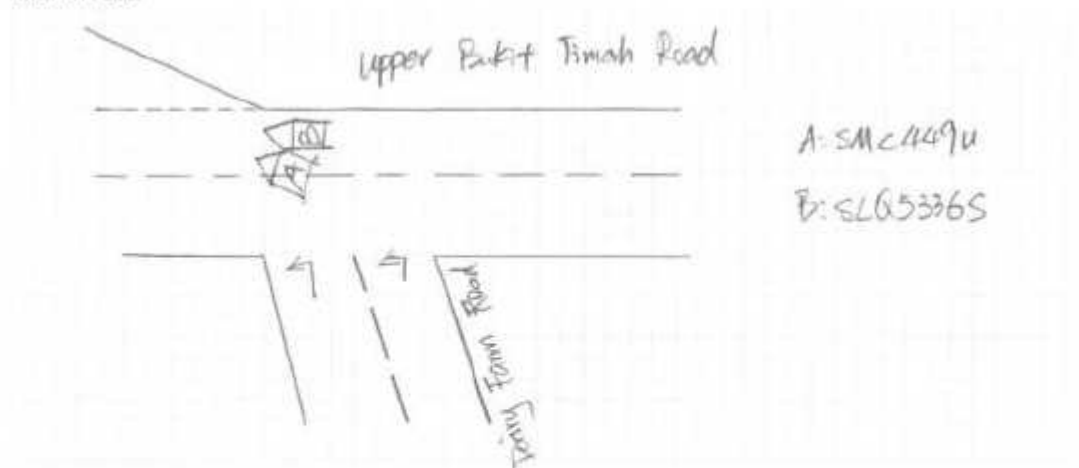
Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was driving along Dairy Farm Road and had
filtered out and changing lane to turn right
to Hill view road when I was hit by the
car, SLQ 5336S driving along Upper Bukit Timah
Road towards Bukit Timah.

Meanwhile, please arrange appointment for survey.

Please 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.

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

Sent: Wednesday, 26 September, 2018 2:32 PM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Cc: Wong, Mei (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 SLQ5336S & SMC449U ON 25.9.18

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: Wednesday, 26 September, 2018 2:28 PM

To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP