

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Friday, 26 October 2018 9:52 AM  
**To:** 'Tang, Shu Shi (VWG Singapore)'; Admin-D (LKKAuto); SUR; assignments  
**Cc:** Chee, Steven (VWG Singapore)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

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:** Friday, 26 October 2018 8:53 AM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>; motorclaims.sg@fwd.com  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Dear LKK,

Please revert 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:** Wednesday, 24 October, 2018 3:04 PM  
**To:** 'Asher Sng (LKKAuto)'; Admin-D (LKKAuto); SUR; assignments  
**Cc:** Chee, Steven (VWG Singapore); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Dear LKK,

We have not heard from you, may we proceed with DS 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  
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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:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Friday, 19 October, 2018 5:15 PM  
**To:** Tang, Shu Shi (VWG Singapore); Admin-D (LKKAuto); SUR; assignments  
**Cc:** Chee, Steven (VWG Singapore); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Shu Shi,

We refer to the email below.

We are still pending advise from our principal.

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](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Friday, 19 October 2018 5:10 PM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Chee, Steven (VWG Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Dear Asher,

Please revert on DS.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor

Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
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DID: +65 6922-3502  
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[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:** Thursday, 18 October, 2018 10:25 AM  
**To:** 'Asher Sng (LKKAUTO)'; Admin-D (LKKAUTO); SUR; assignments  
**Cc:** Chee, Steven (VWG Singapore); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Hi Asher,

The attached is drafted by my client, if you have the full copy of it, below actually required 2 signature.  
However this documents was not signed.

I have attached the documents for you.

For a private settlement cases, both party needs to agree and sign and have a copy each, however, on the last paragraph it stated in an event if TP fails to make payment, they have the rights to issue court proceeding.

TP is not willing to private thus my client went through the insurance instead.

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)



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**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Thursday, 18 October, 2018 9:23 AM  
**To:** Tang, Shu Shi (VWG Singapore); Admin-D (LKKAuto); SUR; assignments  
**Cc:** Chee, Steven (VWG Singapore); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of **video footage/witness statement/scene photos**(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

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](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Thursday, 18 October 2018 9:17 AM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Chee, Steven (VWG Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)

**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Hi,

Please revert on liability 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  
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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:** Wednesday, 17 October, 2018 9:15 AM

**To:** 'Admin-D (LKKAUTO)'; CS A Team; SUR; assignments

**Cc:** Chee, Steven (VWG Singapore); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)

**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Hi,

Vehicle had been survey, may I know if we can proceed with DS?

Also, Please note that vehicle comes with wrapping, the third party workshop have quoted \$2,400 for a full car wrap to avoid dispute in colour difference.

Please advise.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat



Singapore 368314

DID: +65 6922-3502  
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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:** Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Friday, 12 October, 2018 1:29 PM  
**To:** Tang, Shu Shi (VWG Singapore); CS A Team; SUR; assignments  
**Cc:** Chee, Steven (VWG Singapore); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Dear Shu Shi,

Appointment confirmed.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** Friday, 12 October, 2018 12:03 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Chee, Steven (VWG Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Hi,

Please arrange survey on 15/10/2018 @ 10.30am, vw/ka, owner waiting.

Please revert to confirm.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

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[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:** Thursday, 11 October, 2018 4:08 PM  
**To:** 'motorclaims.sg@fwd.com'  
**Cc:** Chee, Steven (VWG Singapore)  
**Subject:** REQUEST DIRECT SETTLEMENT FOR SLR1174M & SLH9970G ON 03/10/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

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Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>





**From:** [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg) [<mailto:shushi.tang@vw.com.sg>]

**Sent:** Thursday, 11 October, 2018 4:06 PM

**To:** Tang, Shu Shi (VWG Singapore)

**Subject:** Scan von MyMFP

Scan from MyMFP