

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Saturday, 19 October, 2019 2:59 PM
To: Wong Meiy (VGS - SG/Singapore)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Rasul (LKKAuto); SUR; Admin A; Admin-D (LKKAuto); Foo John (VGS - SG/Singapore); Vic (LKKAuto)
Subject: RE: URGENT!!!! SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18- - LKK REF CC3/AIG18019375/R1hb3

Without Prejudice

Dear Ms Meiy,

We refer to your below email.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability to our Insured's part, we have our principal's mandate and we confirmed acceptance of your offer as per your LOD.

We will now close the matter for our principal to process the payment.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Wong Meiy (VGS - SG/Singapore) [mailto:meiy.wong@vw.com.sg]
Sent: Saturday, 19 October, 2019 10:19 AM
To: Vic (LKKAuto)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Rasul (LKKAuto); SUR; Admin A; Admin-D (LKKAuto); Foo John (VGS - SG/Singapore)
Subject: URGENT!!!! SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18- - LKK REF CC3/AIG18019375/R1hb3
Importance: High

Good Morning Vic,

Any update for this mandate approval?

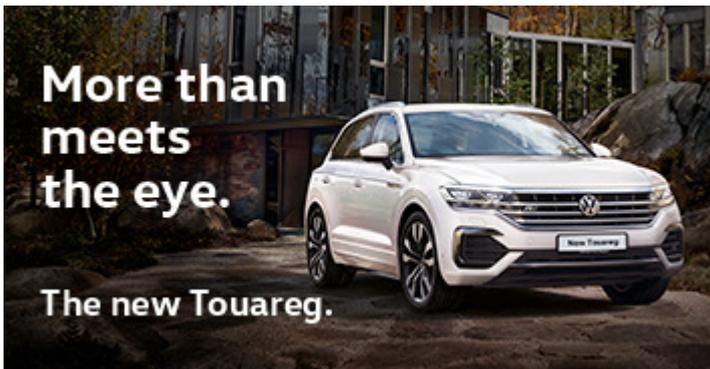
Please expedite ,cause finance chasing us for all long..... overdue claims , Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Friday, 27 September 2019 10:21 AM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18- - LKK REF CC3/AIG18019375/R1hb3

Good Morning Vic,

Any update for this mandate approval?

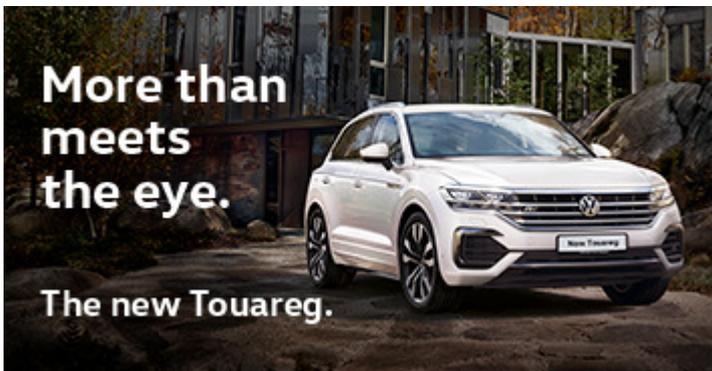
Please expedite ,cause finance chasing us for all long..... overdue claims,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Tuesday, 3 September 2019 3:21 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18- - LKK REF CC3/AIG18019375/R1hb3

Dear Vic,

Last year case, still pending for your principal's mandate approval?
Possible to expedite ,cause finance chasing us like hell for all long overdue claims.

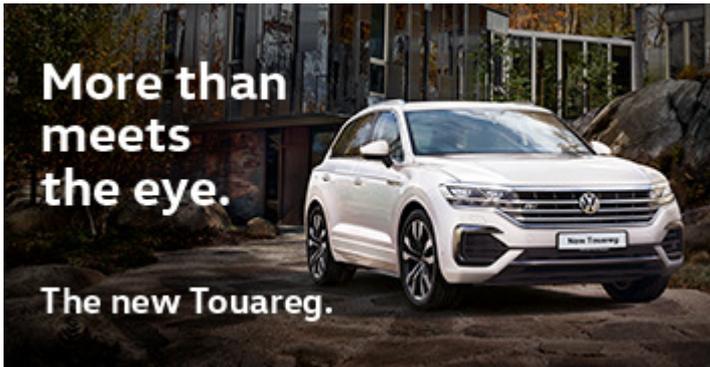
Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Tuesday, 3 September 2019 3:16 PM
To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: [EXT] RE: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18- - LKK REF CC3/AIG18019375/R1hb3

Without Prejudice

Dear Meiy,

We refer to your below email.

Please be informed that we are pending for our principal's mandate approval.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Wong Meiy (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Tuesday, 3 September, 2019 2:55 PM

To: Shu Pei (LKKAuto); Poh Kin (LKKAuto)

Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Rasul (LKKAuto); SUR; Admin A; Admin-D (LKKAuto); Foo John (VGS - SG/Singapore)

Subject: RE: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18

Dear Poh Kin,

Could I have offer settlement for this long overdue claims please,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

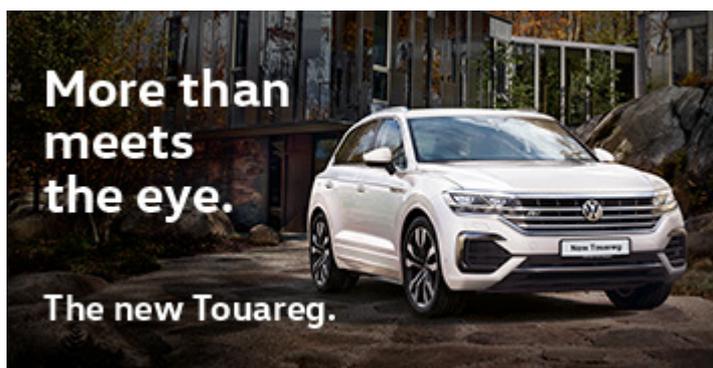
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Monday, 26 August 2019 2:24 PM
To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: RE: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18
Importance: High

Dear Poh Kin,

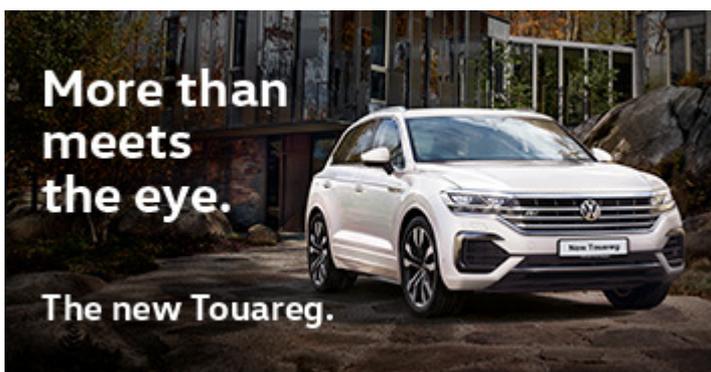
Could I have offer settlement for this long overdue claims,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Main Line: +65 6305 7299
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meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Friday, 19 July 2019 8:52 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: RE: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18
Importance: High

Dear LKK Team,

Could I have the offer or DV for this long overdue settlement.
Appreciated your kind action on this matter, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Wednesday, 12 June 2019 9:29 AM
To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: SLC3542A- OFFER + DV REQUEST FOR ACCDT INVOLVING SLC3542A & SMC330C ON 24.10.18

Good Morning LKK Team,

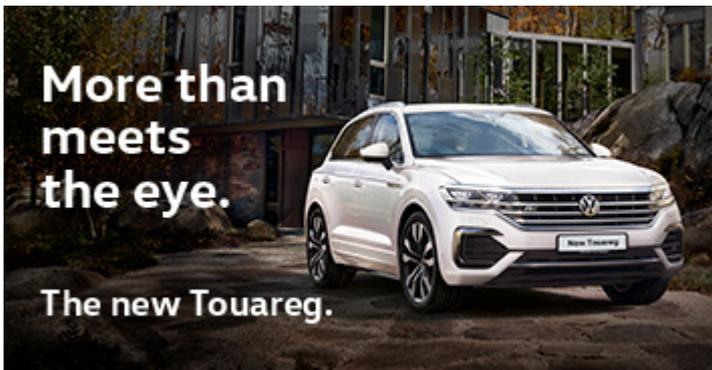
Could I have the offer or DV for this settlement.
Appreciated your kind action on this matter, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
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meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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From: Kong, Charmaine (VWG Singapore)
Sent: Tuesday, 18 December 2018 5:29 PM
To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: SLC3542A- FINALISE INVOICE

Hi,

LOD attached FYA please.

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: Shu Pei (LKKAuto) [<mailto:shupej@lkkauto.com>]

Sent: Thursday, 22 November, 2018 4:12 PM

To: Foo, John (VWG Singapore)

Cc: Cheong, Pearlyn (VWG Singapore); Oh, Aik Seong (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Rasul (LKKAuto); SUR; Admin A; Admin-D (LKKAuto); Poh Kin (LKKAuto)

Subject: FW: SLC3542A- FINALISE

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/AIG18019375/R1fb3	Rasul / Poh Kin

To check availability of the case handler, you may contact the undersigned

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

From: Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Sent: Thursday, 22 November 2018 1:04 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: RE: SLC3542A- FINALISE

Dear Colleague,

Please help to confirm the finalisation. Thank you

The cost of repair is \$16,695.90 before 7%GST.

The number of repair day is 12 working day exclude Sat and Sunday. Cheers

Best Regards,

John Foo
Bodyshop Manager
Aftersales

Volkswagen Centre Singapore (Alexandra)
247 Alexandra Road
Singapore 159934

Direct Line +65 63057132
Main Line +65 6305 7100
Mobile +65 8498 5832 / 96911588
Main Fax +65 6474 3643
john.foo@vw.com.sg
<http://www.vw.com.sg>



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