

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 7 December 2018 3:41 PM
To: 'Kong, Charmaine (VWG Singapore)'; Shu Pei (LKKAuto)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A; Admin-D (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18 ***LKK REF:CC3/AIG18021607/eb3

'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.

MARKET VALUE:	\$44,000.00
LTA REBATE:	\$35,395.00
NETT VALUE:	\$ 8,605.00

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: Thursday, 6 December 2018 11:24 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>
Cc: Wong, Mei (VWG Singapore) <mei.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Oh, Aik Seong (VWG

Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18 ***LKK
REF:CC3/AIG18021607/eb3

Dear Asher,

As spoken yesterday, please kindly email me the liability clearance.

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: Tuesday, 4 December, 2018 2:45 PM
To: 'Asher Sng (LKKAuto)'; Shu Pei (LKKAuto)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A; Admin-D (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18 ***LKK
REF:CC3/AIG18021607/eb3

Dear Asher,

Please refer to the attached scene video provided by witness. Can see clearly that your insured vehicle dashed out despite the traffic light not in his favour & caused the accident.

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: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

Sent: Tuesday, 4 December, 2018 2:35 PM

To: Kong, Charmaine (VWG Singapore); Shu Pei (LKKAUTO)

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Oh, Aik Seong (VWG Singapore); Ong, Germaine (VWG Singapore); Admin A; Admin-D (LKKAUTO)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18 ***LKK
REF:CC3/AIG18021607/eb3

'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 | 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, 4 December 2018 2:26 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; 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>; Oh, Aik Seong (VWG Singapore) <Aikseong.oh@vw.com.sg>; Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18 ***LKK
REF:CC3/AIG18021607/eb3

Dear Asher,

Please revert on liability.

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:shupeil@lkkauto.com>]

Sent: Friday, 30 November, 2018 3:15 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Oh, Aik Seong (VWG Singapore); Ong, Germaine (VWG Singapore); Admin A; Admin-D (LKKAuto); Asher Sng (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18 ***LKK
REF:CC3/AIG18021607/eb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently pending for our insured's 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.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Friday, 30 November 2018 11:12 AM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

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>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKE9905Z & SLB2097E ON 28.11.18

Dear LKK,

Please arrange survey at 17 Tuas Ave 9. Contact Aik Seong for survey-85187912. Car already in Tuas.

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: Friday, 30 November, 2018 11:05 AM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP