

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 15 February, 2019 5:11 PM
To: Cheong, Pearlyn (VWG Singapore)
Cc: Goh, Edmund (VWG Singapore); Admin A; Vic (LKKAUTO); Ong, Germaine (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

WITHOUT PREJUDICE"

Dear Pearlyn,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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 and admission of any liability to our Insured's part. 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 be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

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)



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From: Cheong, Pearlyn (VWG Singapore) [mailto:Pearlyn.cheong@vw.com.sg]

Sent: Tuesday, 12 February, 2019 1:53 PM

To: Wong, Mei (VWG Singapore); Ong, Germaine (VWG Singapore); Vic (LKKAUTO); Kong, Charmaine (VWG Singapore)

Cc: Goh, Edmund (VWG Singapore); Admin A

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

Dear Vic,

Please give us an update the soonest , thanks.

Best regards,

Pearlyn Cheong
Service Advisor
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288
Mobile : +65 9236 1336
Main line: +65 6305 7299
Main Fax: +65 6474 3643
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>



From: Wong, Meiy (VWG Singapore)
Sent: Tuesday, 12 February, 2019 8:31 AM
To: Ong, Germaine (VWG Singapore); Vic (LKKAUTO); Kong, Charmaine (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019
ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3
Importance: High

Hi Vic

Any update on these case?
No update at all ????

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



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From: Ong, Germaine (VWG Singapore)
Sent: Friday, February 08, 2019 8:35 AM
To: Vic (LKKAUTO); Kong, Charmaine (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019
ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

Hi Vic

Any update on these case?

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

HP: +65 92361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, 31 January, 2019 3:48 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Ong,

Germaine (VWG Singapore); Admin A; Vic (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

Without Prejudice

Dear Charmaine,

We refer to your below email.

Please be informed that we are currently in the midst of engaging our Insured and also seeking for our principal's instruction with regards to the policy if no issue.

We will expedite and 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)



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

Sent: Thursday, 31 January, 2019 2:46 PM

To: Vic (LKKAuto)

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Ong, Germaine (VWG Singapore)

Subject: FW: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

Importance: High

Dear Vic,

Please revert on liability of this claim.

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: Wong, Meiy (VWG Singapore)
Sent: Wednesday, 30 January, 2019 3:23 PM
To: Ong, Germaine (VWG Singapore); Shu Pei (LKKAUTO); Kong, Charmaine (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); CS A Team; Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019
ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3
Importance: High

Hi All,

Please revert on liability 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
<http://www.vw.com.sg>



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From: Ong, Germaine (VWG Singapore)
Sent: Tuesday, January 29, 2019 2:02 PM
To: Shu Pei (LKKAuto)
Cc: Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); CS A Team; Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

Dear

Any update on the above case

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

HP: +65 92361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]
Sent: Friday, 25 January, 2019 4:41 PM
To: Ong, Germaine (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); CS A Team; Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH **LKK REF:CC3/AIG19001708/hb3

Dear Germaine,

We refer to the above matter.

Please be informed that we are currently **pending for OI GIA report.**

Please note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

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: shupe@lkkauto.com | fax: 6741-4108

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

From: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>

Sent: Friday, 25 January 2019 9:10 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@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: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SKR3037A & SKX6149J ON 22/01/2019 ALONG PIONNER ROAD NORTH

Dear LKK

Please arrange survey 17 TUAS AVE 9

Please let us know if we can direct settlement

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

HP: +65 92361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



From: germaine.ong@vw.com.sg [<mailto:germaine.ong@vw.com.sg>]
Sent: Friday, 25 January, 2019 8:47 AM
To: Ong, Germaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP