

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 29 July, 2019 2:17 PM
To: Foo John (VGS - SG/Singapore)
Cc: Admin A; Vic (LKKAUTO); Kong Charmaine (VGS - SG/Singapore)
Subject: RE: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019 LKK REF CC3/AIG19002818/R1ha3

Without Prejudice

Dear John,

We refer to your below email and I will be taking over this matter.

Please be informed that we are currently in the midst of seeking for mandate approval to our principal.

We will expedite and will get back to you for an update/offer.

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)



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Foo John (VGS - SG/Singapore) [mailto:John.Foo@vw.com.sg]
Sent: Monday, 29 July, 2019 1:30 PM
To: CS A Team
Subject: FW: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Friends,

Hi, please help to expedite the payment for the above-mentioned claims. It has been pending for 3 months after we issued our LOD. It is taking too long to settle a claims.

Please help. Thank you so much.

Best Regards,

John Foo

Bodyshop Manager

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934
Body & Paint Department (1st Level)

Main: +65-6305 132

HP: 96911588

John.foo@vw.com.sg

<http://www.vw.com.sg>



Internal

From: Foo John (VGS - SG/Singapore)

Sent: Monday, 29 July 2019 12:15 PM

To: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: RE: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Joy,

Hi, please help to expedite the payment for the above-mentioned claims. It has been pending for 3 months after we issued our LOD. It is taking too long to settle a claims.

Please help. Thank you so much.

Best Regards,

John Foo
Bodyshop Manager

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934
Body & Paint Department (1st Level)

Main: +65-6305 132

HP: 96911588

John.foo@vw.com.sg



Internal

From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Wednesday, 24 July 2019 7:54 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Joy,

Could I have an 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
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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Tuesday, 26 March 2019 5:23 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Wong, Meiyl (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>; Admin A <admin-a@lkkauto.com>
Subject: RE: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Joy,

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: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Monday, 18 February, 2019 3:41 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Meiyl (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A

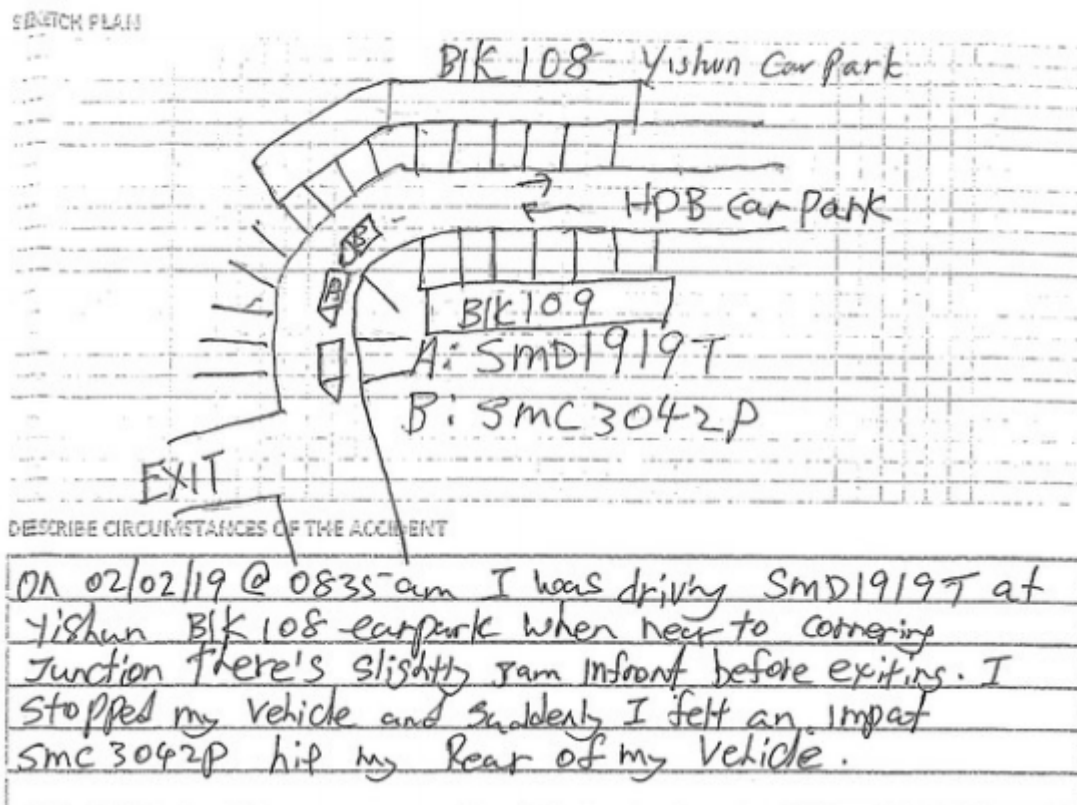
Subject: RE: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

WITHOUT PREJUDICE

Dear Charmaine,

We would like to request for your reported video.

Our insured reported he was rear-ended. Thank you.



Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

All contents of this email is intended strictly for the addressee(s) only. It may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

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

Sent: Monday, 18 February 2019 2:55 PM

To: Joy Irene (LKKAuto) <JoyIrene@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: FW: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Joy,

Is this your case? Please revert on liability.

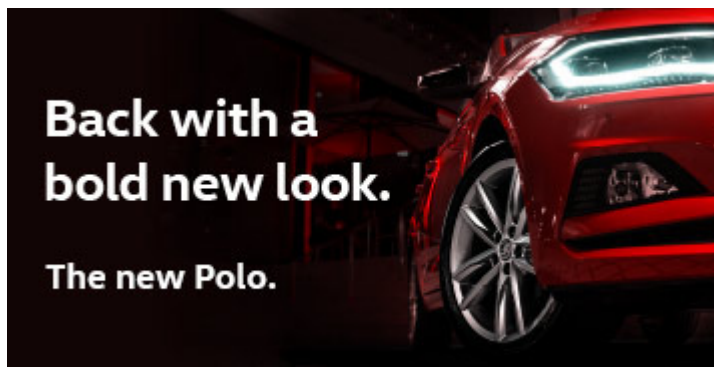
Thanks.

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: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 8 February, 2019 5:35 PM
To: Goh, Edmund (VWG Singapore); 'claims@fta.com.sg'; assignments
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: RE: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Edmund,

As spoken survey arranged on 13/02/2019@ 12pm.



BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315



From: Goh, Edmund (VWG Singapore) [<mailto:edmund.goh@vw.com.sg>]
Sent: Thursday, 7 February 2019 6:40 PM
To: 'claims@fta.com.sg'; assignments (assignments@lkkauto.com) <assignments@lkkauto.com>
Cc: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Subject: SMC3042P - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMC3042P & SMD1919T ON 02/02/2019

Dear Claims,

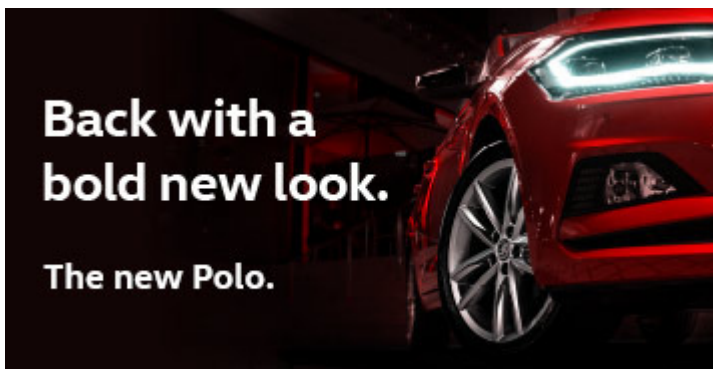
Please revert on liability. Survey Appointment arranged on 11/02/19 , 1200 PM @ Alexandra Service Centre.

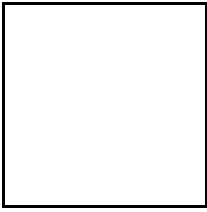
Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7133
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
edmund.goh@vw.com.sg
<http://www.vw.com.sg>





This email has been checked for viruses by AVG antivirus software.
www.avg.com