

## Jia Le (LKK Auto)

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**From:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>  
**Sent:** Thursday, 5 September 2019 12:32 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 \*\*\*LKK REF:CC3/AIG19004030/fb3

Hi,  
Customer withdraw case.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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Internal

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**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Thursday, 5 September 2019 12:28 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>  
**Subject:** [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 \*\*\*LKK REF:CC3/AIG19004030/fb3

### **WITHOUT PREJUDICE**

Dear Charmaine,

Kindly advise whether your client decide to withdraw the claim.

Thank you.

Best Regards,

**Carlor Chan** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Poh Kin (LKKAuto)

**Sent:** Wednesday, 20 March 2019 10:21 AM

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

**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 \*\*\*LKK  
REF:CC3/AIG19004030/fb3

**Importance:** High

**WITHOUT PREJUDICE**

**SAVE AS TO COSTS**

Our Ref: CC3/AIG19004030/fb3

Your Ref: SLG 9899K

Dear Charmaine,

We refer to the above matter and the video footage.

Please be informed that we have review the matter and we are view that the Liability of this matter could be 50/50 as both party changing lane at the same time. Both vehicles should exercise caution when changing lanes.

Please confirm.

Your prompt action will be very much appreciated.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Poh Kin, Chong (Mr)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@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.*

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**From:** Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Tuesday, 19 March 2019 3:56 PM  
**To:** Poh Kin (LKKAUTO) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>  
**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 \*\*\*LKK  
REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please email me the 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Kong, Charmaine (VWG Singapore)  
**Sent:** Friday, 15 March, 2019 9:31 AM  
**To:** Poh Kin (LKKAuto) ([pohkin@lkkauto.com](mailto:pohkin@lkkauto.com))  
**Cc:** Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19  
\*\*\*LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please email me the liability.

Thanks.

Best Regards,

Charmaine Kong  
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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[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Kong, Charmaine (VWG Singapore)  
**Sent:** Thursday, 14 March, 2019 5:20 PM  
**To:** Poh Kin (LKKAuto) ([pohkin@lkkauto.com](mailto:pohkin@lkkauto.com))  
**Cc:** Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19  
\*\*\*LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please email me the liability.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Kong, Charmaine (VWG Singapore)  
**Sent:** Tuesday, 12 March, 2019 10:34 AM  
**To:** Poh Kin (LKKAuto) ([pohkin@lkkauto.com](mailto:pohkin@lkkauto.com))  
**Cc:** Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19  
\*\*\*LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

As requested, please refer to the longer video.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Kong, Charmaine (VWG Singapore)  
**Sent:** Wednesday, 6 March, 2019 3:40 PM  
**To:** 'Shu Pei (LKKAUTO)'; Poh Kin (LKKAUTO) ([pohkin@lkkauto.com](mailto:pohkin@lkkauto.com))  
**Cc:** Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19  
\*\*\*LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please refer to the attached scene video & revert on liability.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

**Sent:** Tuesday, 5 March, 2019 3:28 PM

**To:** Kong, Charmaine (VWG Singapore)

**Cc:** Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); assignments; Admin A; CS A Team

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19

\*\*\*LKK REF:CC3/AIG19004030/fb3

Dear Charmaine,

We refer to the below email.

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

Our case handler in-charge should be is Poh Kin and he can be contacted at 6841 2132.

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](mailto:shupeil@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) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Sent:** Tuesday, 5 March 2019 8:55 AM

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

**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19

Dear LKK,

Please revert on liability & arrange survey tomorrow at 11am. Please confirm.

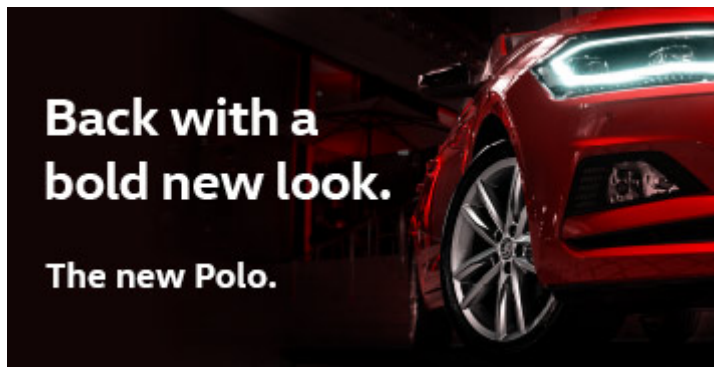
Thanks.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Tuesday, 5 March, 2019 8:49 AM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP