

## Vic (LKKAuto)

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**From:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>  
**Sent:** Thursday, 30 May, 2019 4:45 PM  
**To:** Vic (LKKAuto)  
**Cc:** Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A; assignments  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKM357Y & SLU9760C ON 14.3.19 \*\*\*LKK REF:CC3/AIG19004893/hb3  
**Attachments:** 0722\_001.pdf

Dear Vic,

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



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Internal

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**From:** Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Sent:** Wednesday, 27 March 2019 10:41 AM  
**To:** Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>  
**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>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKM357Y & SLU9760C ON 14.3.19 \*\*\*LKK  
REF:CC3/AIG19004893/hb3

WITHOUT PREJUDICE

Dear Charmaine,

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](mailto: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:** Shu Pei (LKKAuto)

**Sent:** Monday, 18 March, 2019 6:49 PM

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

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

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKM357Y & SLU9760C ON 14.3.19 \*\*\*LKK  
REF:CC3/AIG19004893/hb3

Dear Charmaine,

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: [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:** Monday, 18 March 2019 4:51 PM

**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 SKM357Y & SLU9760C ON 14.3.19

Dear LKK,

Please check on liability first. Will arrange for survey after customer returns from overseas.

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:** Monday, 18 March, 2019 4:11 PM

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

**Subject:** Scan von MyMFP

Scan from MyMFP