

Vic (LKKAUTO)

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Wednesday, 19 June, 2019 4:38 PM
To: Joy Irene (LKKAUTO); Mei Kwan (LKKAUTO)
Cc: Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); assignments; Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGV82P & SLT4440P ON 28.4.19 *** LKK REF: CC3/AIG19007591/ja3
Attachments: 0988_001.pdf

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>



Internal

From: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Sent: Friday, 3 May 2019 11:06 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGV82P & SLT4440P ON 28.4.19 *** LKK
REF: CC3/AIG19007591/ja3

WITHOUT PREJUDICE

Dear Charmaine,

We refer to the subject.

Please be informed that solely basing on the accident statements submitted by parties involved, the liability is clear.

Kindly note on the following:

- 1) The final repair cost is subject to the consistency of the damages according to the nature of the accident and approval of our principal insurer;
- 2) The days for losses(use/income/rental) will be based on the number of days of repair recommended by our surveyor and our principal's approval;
- 3) Our insured reserved their rights to dispute on damage consistency and liability;
- 4) Contents herein should not be construed as an admission of any liability, confirmation of damages whatsoever to the insured/insurer's part;
- 5) This e-mail is on without prejudice basis and does not amount to an authorisation of repair to your client's vehicle; and
- 6) This e-mail should not be regarded as a waiver by AIG of their rights to repudiate the claim should there be future discovery of any breach of policy terms and conditions committed by their driver or insured.

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)

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From: Kong Charmaine (VGS - SG/Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Friday, 3 May 2019 9:22 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGV82P & SLT4440P ON 28.4.19 *** LKK
REF: CC3/AIG19007591/ja3

Dear Joy,

Scene videos for your perusal. 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: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Tuesday, 30 April 2019 2:04 PM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGV82P & SLT4440P ON 28.4.19 *** LKK
REF: CC3/AIG19007591/ja3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Joy at 6841 2409.

Our respective case handler will look into the matter and revert to you in due course.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Sent: Tuesday, 30 April, 2019 12:01 PM

To: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGV82P & SLT4440P ON 28.4.19

Dear LKK,

Please check on liability & arrange survey on 2.5.19 at 3.30pm for survey. Please confirm.

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



From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Sent: Tuesday, 30 April 2019 11:36 AM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: Scan Image