

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Monday, 17 June 2019 9:04 AM
To: Kong Charmaine (VGS - SG/Singapore); Mei Kwan (LKKAUTO)
Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLU314S & SLW9176D ON 23.5.19 *** LKK REF: CC3/AIG19009234/Eea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us **(LKK)** to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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, 11 June 2019 11:57 AM
To: Asher Sng (LKKAUTO) <AsherSng@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>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLU314S & SLW9176D ON 23.5.19 *** LKK REF: CC3/AIG19009234/Eea3

Dear Asher,

Please kindly call your insured to clarify on his statement as my client had called your insured & your insured had admitted fault & informed that he will contact his insurance to clarify his statement/report.

Please update us after speaking to your insured driver.

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: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Tuesday, 4 June 2019 8:59 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>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLU314S & SLW9176D ON 23.5.19 *** LKK REF: CC3/AIG19009234/Eea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of **video footage/witness statement/scene photos** (if any) in order for us to look into the matter.

We shall revert upon hearing from you.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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: Monday, 3 June 2019 5:50 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@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>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLU314S & SLW9176D ON 23.5.19 *** LKK REF: CC3/AIG19009234/Eea3

Dear Asher,

Please revert on liability since your insured has already reported.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 29 May 2019 8:48 AM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Wong Mei-y (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>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLU314S & SLW9176D ON 23.5.19 *** LKK REF: CC3/AIG19009234/Eea3

'WITHOUT PREJUDICE'
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Dear Sir / Madam,

We refer to the above matter.

Please be informed OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

and fitting
On 23 May 2019 at about 0735 hours, I was turning into the right most
left lane at Compassvale St, turning into Serangoon East Road. I had just
entered the left lane and was straightening my car when I heard the sound
of "metal" scratching. I stopped my car immediately and noted that the car that
was diagonally left behind me had put on hazard light. The car was a light blue
Volkswagen car (SLU 314S). The driver and I aligned our respective cars to inspect
any possible damages. It was noted that there was a scratch on the bottom right
of the Volkswagen, near the tyres. I looked at my car and noted a long scratch
at the left side of my car, near the tyres. The driver and I acknowledged that
our cars had unintentionally scratched each other and we took some pictures
the damages and exchanged ^{info} details. The driver mentioned that he would be
sending his car to a workshop and would contact me thereafter. At about 0745
hours, we drove off respectively.

Please note that for liability, claim negotiation and settlement, please contact **Asher at 6841 6051**.

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

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Friday, 24 May, 2019 4:12 PM
To: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@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>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLU314S & SLW9176D ON 23.5.19

Dear Summer/LKK,

As spoken, survey on Monday 27.5.19 at 10am is confirmed. 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: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Friday, 24 May 2019 4:08 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image