

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Wednesday, 29 May, 2019 6:41 PM  
**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); Ong Germaine (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore); CS A Team; Admin A; assignments  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ4966S & SKR6874E ON 23.5.19 \*\*\* LKK REF: CC4/ASM19009282/ha3

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)



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**From:** Kong Charmaine (VGS - SG/Singapore) [mailto:[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** Wednesday, 29 May, 2019 9:03 AM  
**To:** Vic (LKKAUTO); Mei Kwan (LKKAUTO)  
**Cc:** Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore); CS A Team; Admin A; assignments  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ4966S & SKR6874E ON 23.5.19 \*\*\* LKK REF: CC4/ASM19009282/ha3

Dear Vic,

Since AXA insured had already reported, please let us know the liability by today as customer is chasing us everyday.

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

**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Wednesday, 29 May 2019 8:56 AM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Wong Mei (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Oh Aik Seong (VGS - SG/Singapore) <[Aikseong.Oh@vw.com.sg](mailto:Aikseong.Oh@vw.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ4966S & SKR6874E ON 23.5.19 \*\*\* LKK REF: CC4/ASM19009282/ha3

Without Prejudice

Dear Charmaine,

We refer to your below email.

Please be informed that we are still pending for DS instruction from our principal.

We will follow up and will get back for an update asap.

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)



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

**Sent:** Tuesday, 28 May, 2019 9:55 AM

**To:** Mei Kwan (LKKAuto); Vic (LKKAuto)

**Cc:** Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore); CS A Team; Admin A; assignments

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ4966S & SKR6874E ON 23.5.19 \*\*\* LKK  
REF: CC4/ASM19009282/ha3

Dear Vic,

Understand that your insured had already reported? 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 27 May 2019 3:46 PM

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

**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Oh Aik Seong (VGS - SG/Singapore) <[Aikseong.Oh@vw.com.sg](mailto:Aikseong.Oh@vw.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ4966S & SKR6874E ON 23.5.19 \*\*\* LKK REF: CC4/ASM19009282/ha3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

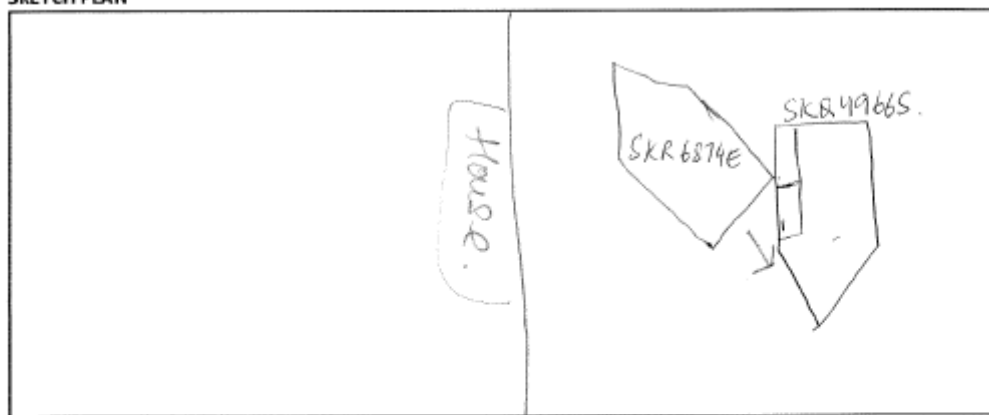
Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.

**SKETCH PLAN**



**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

<p>Backed into other vehicle at very low speed. Driver of vehicle not present - No passengers in involved car. Driver returned after a few hours (9pm). Exchanged details with her. No injuries to any one.</p>
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**Please provide us the following and arrange for TP survey.**

- **evidence i.e. video and scene photo.**

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.

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Saturday, 25 May, 2019 11:48 AM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

**Cc:** Wong Mei (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Oh Aik Seong (VGS - SG/Singapore) <[Aikseong.Oh@vw.com.sg](mailto:Aikseong.Oh@vw.com.sg)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ4966S & SKR6874E ON 23.5.19

Dear Claims,

Please revert on liability & arrange survey at 17 Tuas Ave 9. Contact Person for survey -Germaine-92361588 / Aik Seong-85187912

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:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Sent:** Saturday, 25 May 2019 11:30 AM

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

**Subject:** Scan Image