

Jia Le (LKK Auto)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Monday, 24 June 2019 9:57 AM
To: Vic (LKKAuto)
Cc: Admin A; Hsiao Tong (LKKAuto); Jia Le (LKK Auto)
Subject: RE: Your ref : 6772814178SG [ACCIDENT INVOLVING VEHICLES SKU4685G AND SMD3747J ON 04/06/2019]

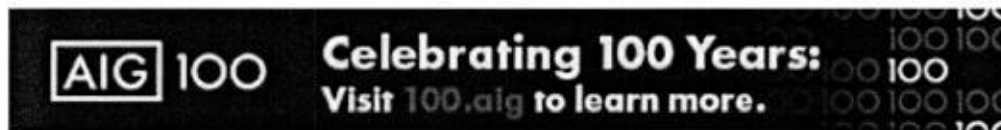
Dear Vic,

You may proceed to reject PD claim from SMD3747J based on reasons stating in your email dated 11/6/19. Noted that SHD4026J was also involved in this collision, SMD3747J -> SKU4685G (OI) -> SHD4026J. Thus, if we apply BOLA 28c, we may also reject PD claim from SMD3747J.

Thank you.

Best regards,
Loh Chee Heng
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.aig.sg



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From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Friday, 21 June 2019 10:10 AM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: [EXTERNAL] FW: Your ref : 6772814178SG [ACCIDENT INVOLVING VEHICLES SKU4685G AND SMD3747J ON 04/06/2019]
Importance: High

This message is from an external sender; be cautious with links and attachments.

Dear Chee Heng,

We refer to the below email.

Please advise further instruction as TP owner is chasing for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Wednesday, 12 June, 2019 5:10 PM

To: Jia Le (LKK Auto)

Cc: Hsiao Tong (LKKAuto); Vic (LKKAuto)

Subject: RE: Your ref : 6772814178SG [ACCIDENT INVOLVING VEHICLES SKU4685G AND SMD3747J ON 04/06/2019]

Dear Carlor,

Kindly put the claim on hold while we verify policy coverage.

Thank you.

Best regards,

Loh Chee Heng

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881

Chee-Heng.Loh@aig.com | www.aig.sg

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Wednesday, 12 June 2019 11:32 AM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: Your ref : 6772814178SG [ACCIDENT INVOLVING VEHICLES SKU4685G AND SMD3747J ON 04/06/2019]

This message is from an external sender; be cautious with links and attachments.

Dear Chee Heng,

Kindly let us have your instruction/approval as third party is chasing for liability.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)

Sent: Tuesday, 11 June 2019 4:43 PM

To: Loh, Chee-Heng

Cc: Hsiao Tong (LKKAuto); Vic (LKKAuto)

Subject: Your ref : 6772814178SG [ACCIDENT INVOLVING VEHICLES SKU4685G AND SMD3747J ON 04/06/2019]

Your Ref: 6772814178SG

Our Ref: CC3/AIG190010037/Gdb3

Dear Chee Heng,

ACCIDENT INVOLVING VEHICLES SKD 8425D AND SHD 186G ON 04/06/2019

We refer to the above matter.

It was reported that TP vehicle was exiting from a minor road.

We had spoken to the Insured driver Mr Kok where he confirmed that he was driving along the main road when TP vehicle came out from the minor road without stopping before the stop line to check for vehicle on the main road when the accident happened. Please refer to the Insured video footage uploaded in merimen.

In view of Insured being the vehicle on the main road, we would like to reject the TP claim.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Monday, 24 June 2019 10:42 AM
To: Kong Charmaine (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore)
Cc: Goh Edmund (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Admin A; CS A Team; Vic (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3
Attachments: OI ACCIDENT VIDEO.MP4

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SKU 4685G & SMD 3747J ON 04/06/2019

We refer to the above matter.

Based on our insured video, it clearly shows that our insured was driving along the main road when your client's vehicle came out from the minor road without stopping before the stop line to check for vehicle on the main road when the accident happened.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's claim.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Vic (LKKAuto)
Sent: Friday, 21 June 2019 10:14 AM
To: Kong Charmaine (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Jia Le (LKK Auto); Wong Meiy (VGS - SG/Singapore)
Cc: Goh Edmund (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); assignments; Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3

Without Prejudice

Dear Charmaine,

We refer to your below email and to our telephone conversation earlier.

As spoken, my colleague Jia Le is not in today and we are currently pending for our principal's instruction with regards to this matter.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler (on behalf of Jia Le)

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: 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: Friday, 21 June, 2019 9:48 AM

To: Ong Germaine (VGS - SG/Singapore); Jia Le (LKK Auto); Wong MeiY (VGS - SG/Singapore)

Cc: Goh Edmund (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); assignments; Admin A; CS A Team

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3

Dear Jia Le,

Please let us know the status by today as customer is chasing.

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: Ong Germaine (VGS - SG/Singapore)

Sent: Thursday, 20 June 2019 5:20 PM

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@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 VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3

Dear Jia Le

Please update me the status

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Ong Germaine (VGS - SG/Singapore)

Sent: Thursday, 13 June 2019 7:41 PM

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@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 VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD *****LKK REF:CC3/AIG19010037/db3

Dear Jia Le

Kindly update us on the liability

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, 12 June 2019 11:47 AM
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@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 VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD *****LKK REF:CC3/AIG19010037/db3

WITHOUT PREJUDICE

Dear Germaine,

Please note that we are pending for our principal instruction.

We will expedite and will get back to you for an update.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Ong Germaine (VGS - SG/Singapore) [<mailto:Germaine.ong@vw.com.sg>]

Sent: Tuesday, 11 June 2019 6:26 PM

To: Wong Meiy (VGS - SG/Singapore); Shu Pei (LKKAuto); Jia Le (LKK Auto)

Cc: Goh Edmund (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); assignments; Admin A; CS A Team

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3

Dear LKK

Please advise if we can proceed on direct settlement

Vehicle had been survey on Friday

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Wong Meiy (VGS - SG/Singapore)

Sent: Friday, 7 June 2019 2:13 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@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 VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3

Dear LKK Team,

Please refer attached amend estimate for your kind reference and action, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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From: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Sent: Friday, 7 June 2019 12:21 PM

To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

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

Subject: FW: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD ****LKK REF:CC3/AIG19010037/db3

Dear Germaine/ Meiy,

We refer to the below email.

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

Kindly take note that for liability, claim negotiation and settlement, please contact Jia Le at 6749 5792.

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 | fax: 6741-4108

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

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Friday, 7 June 2019 10:51 AM

To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD

Dear Lkk,

2 Videos as attached for your kind reference, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
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From: Ong Germaine (VGS - SG/Singapore)

Sent: Friday, 7 June 2019 10:44 AM

To: assignments <assignments@lkkauto.com>; cs-a@lkkauto.com; admin-a@lkkauto.com

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

Subject: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SMD3747J & SKU4685G ALG ARCADIA RD SLIP RD TOWARDS ADAM RD

Dear Lkk

Please see attached GIA report and estimate

Please arrange survey at 17 Tuas ave 9

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>



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