

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Thursday, 13 June 2019 5:26 PM
To: 'Kong Charmaine (VGS - SG/Singapore)'; Ong Germaine (VGS - SG/Singapore); Admin A
Cc: Wong Mei (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT SBY60X & SJZ2856D ON 08/06/2019 ALONG HIGHLAND CENTRE 22 YCK RD CARPARK EXIT

Tracking:	Recipient	Delivery
	'Kong Charmaine (VGS - SG/Singapore)'	
	Ong Germaine (VGS - SG/Singapore)	
	Admin A	
	Wong Mei (VGS - SG/Singapore)	
	Cheong Pearlyn (VGS - SG/Singapore)	
	Goh Edmund (VGS - SG/Singapore)	
	Ong Germaine (VGS - SG/Singapore)	
	Foo John (VGS - SG/Singapore)	
	Meikwan@lkkauto.com	Delivered: 13/6/2019 5:26 PM
	olivialau@lkkauto.com	Delivered: 13/6/2019 5:26 PM
	shupei@lkkauto.com	Delivered: 13/6/2019 5:26 PM

Without Prejudice
Our Ref: **CC3/AIG19010331/T1ka3**

Dear Sirs/Madam,

ACCIDENT INVOLVING INVOLVING SBY60X & SJZ2856D ON 08/06/2019

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

Please note that all finalisation subject insurer's approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@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: Thursday, 13 June 2019 10:41 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; 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>

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>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT SBY60X & SJZ2856D ON 08/06/2019 ALONG HIGHLAND CENTRE 22 YCK RD CARPARK EXIT

Dear Khanchna,

Scene video attached for your perusal. Your insured driver is lying...Please give us the liability clearance ASAP 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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 12 June 2019 11:22 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>
Cc: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT SBY60X & SJZ2856D ON 08/06/2019 ALONG HIGHLAND CENTRE 22 YCK RD CARPARK EXIT

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that our Insured is disputing on liability.

We are in the midst of obtaining further evidence to reassess liability.

In the interim, kindly assist to let us have a copy of the accident video from your client.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Tuesday, 11 June 2019 5:39 PM
To: assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore)

<Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT SBY60X & SJZ2856D ON 08/06/2019 ALONG HIGHLAND CENTRE 22 YCK RD CARPARK EXIT

Dear LKK

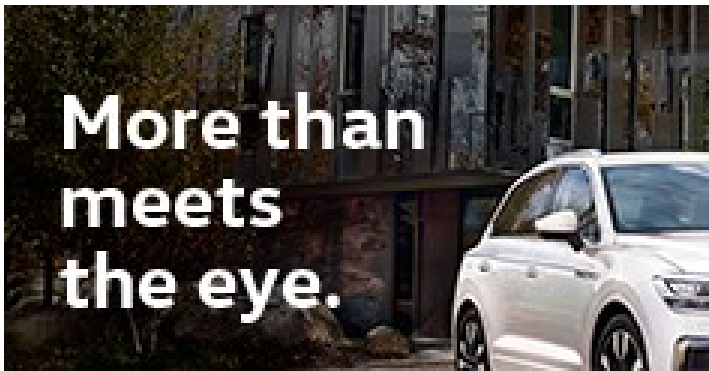
Please see attached surveyor marking

Please let us know if we can proceed on direct settlement

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: Tuesday, 11 June 2019 10:02 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>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT SBY60X & SJZ2856D ON 08/06/2019 ALONG HIGHLAND CENTRE 22 YCK RD CARPARK EXIT

Dear LKK

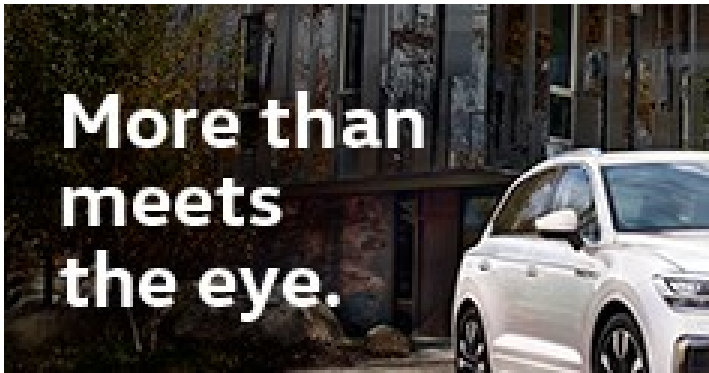
Please arrange survey at 17 TUAS AVE 9

Please let us know if we can proceed on direct settlement

Best Regards,

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

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