

Khanchna (LKK Auto)

From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 10 September 2019 9:53 AM
To: Khanchna (LKK Auto)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

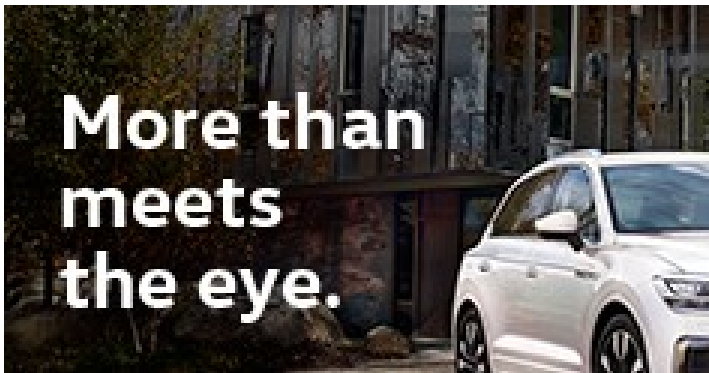
Noted with Thanks.

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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, 10 September 2019 9:23 AM
To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Foo John (VGS - SG/Singapore)

<John.Foo@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

Thank you for the acceptance.

We have a copy of the DV that you have sent earlier and we will proceed to do the necessary.

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

Sent: Monday, 9 September 2019 7:01 PM

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

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

Dear Khanchna,

Offer accepted. Please forward us DV, if any, and kindly process payment.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

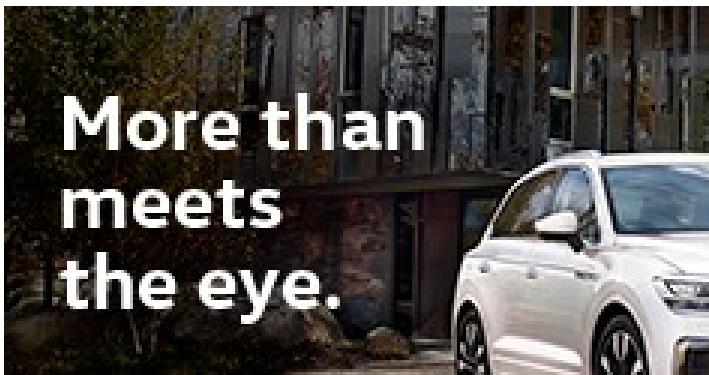
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Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Monday, 9 September 2019 5:55 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
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>
Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows:

1. Cost of Repair (w/GST)	\$ 4,871.19
2. Loss of Use (3 days x \$ 50)	\$ 150.00
4. LTA Search Fee	\$ 2.00
Total	\$ 5,023.19

Please confirm acceptance.

"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: Saturday, 3 August 2019 12:24 PM

To: Khanchna (LKK Auto) <khanchna@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: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A
ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

Hi,

LOD attached FYA.

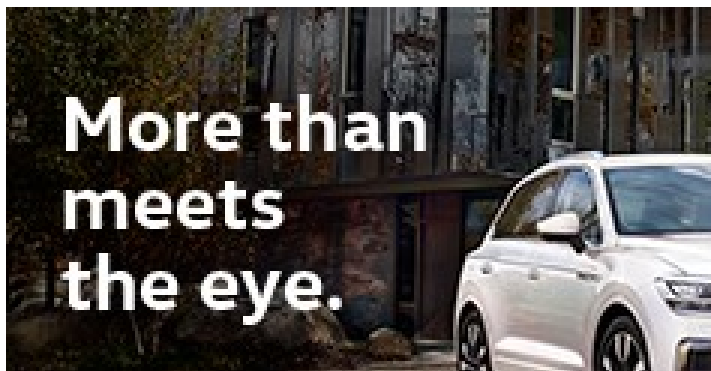
Thanks.

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
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



Internal

Please revert on liability by tomorrow as we are approaching the deadline for customer to revert & this is a clear cut case.

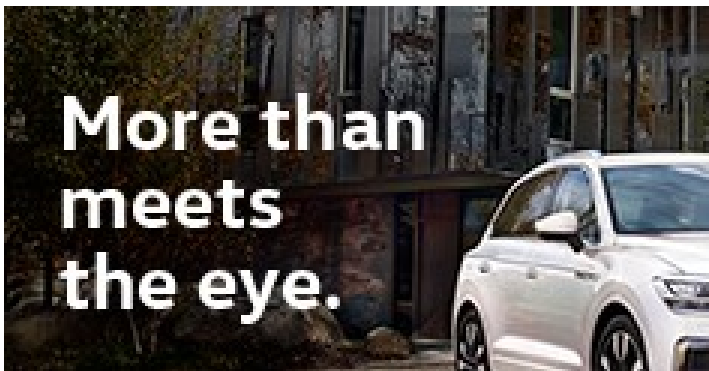
Thanks.

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
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Thursday, 13 June 2019 1:03 PM
To: Khanchna (LKK Auto) <khanchna@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: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

Dear Khanchna,

Understand that your insured had reported & admitted to reversing into my client's car. Please revert on liability.

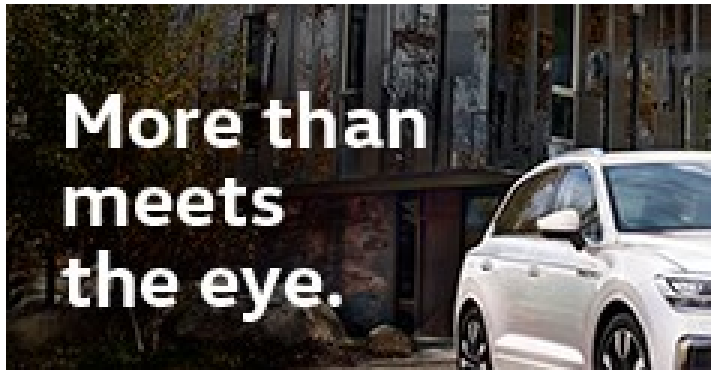
Thanks.

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
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, 12 June 2019 10:40 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Khanchna (LKK Auto) <khanchna@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>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19 *** LKK REF: CC3/AIG19010332/ka3

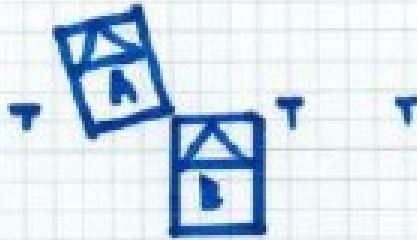
'WITHOUT PREJUDICE'
SAVE AS TO COSTS

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

I WAS REVERSING MY CAR (SJU2188A) AT MARTABAN OPEN-SPACE CARPARK, AS THAT MY CAR WAS SO CLOSE THAT MY RIGHT REAR PORTION HAD COLLIDED ON PORTION.

Please note that for liability, claim negotiation and settlement, please contact **Khanchna at 6841 2360.**

Our respective case handler will look into the matter and get back 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: Admin-D (LKKAuto)

Sent: Tuesday, 11 June, 2019 10:14 AM

To: 'Kong Charmaine (VGS - SG/Singapore)' <charmaine.kong@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Shu Pei (LKKAuto) <shupei@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: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLS3696E & SJU2188A ON 7.6.19

Dear Chairman,

Appointment confirmed.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Tuesday, 11 June, 2019 10:03 AM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Shu Pei (LKKAuto) <shupe@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 SLS3696E & SJU2188A ON 7.6.19

Dear LKK/Summer,

As spoken, survey on Thursday 13.6.19 at 12.15pm is confirmed.
Please revert on liability there-after.

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: Tuesday, 11 June 2019 9:56 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

Internal