

## Asher Sng (LKKAuto)

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 19 August 2019 12:51 PM  
**To:** Kong Charmaine (VGS - SG/Singapore)  
**Cc:** Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

**'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](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Friday, 28 June 2019 5:15 PM  
**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>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

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

Hi Charmaine,

We refer to the email below.

Our insured yet to report till date.

Shall revert to you once our insured reported.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto: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](mailto:charmaine.kong@vw.com.sg)>

**Sent:** Friday, 28 June 2019 4:30 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

Dear Asher/Mei Kwan,

Has your insured 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Kong Charmaine (VGS - SG/Singapore)

**Sent:** Tuesday, 25 June 2019 5:38 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

Dear Asher,

Have you received your insured's report?

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>



Internal

**From:** Kong Charmaine (VGS - SG/Singapore)

**Sent:** Friday, 21 June 2019 9:51 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

Dear Asher,

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>



Internal

**From:** Kong Charmaine (VGS - SG/Singapore)

**Sent:** Wednesday, 19 June 2019 3:36 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Wong Mei-y (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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

Dear Asher,

Scene video attached for your perusal. 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>



Internal

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

**Sent:** Wednesday, 19 June 2019 3:01 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)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

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

Dear Charmaine,

We refer to the above matter.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

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

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

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

---

**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 18 June, 2019 4:01 PM

**To:** 'Kong Charmaine (VGS - SG/Singapore)' <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**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)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19

Dear Charmaine,

Noted with thanks.

Best Regards,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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, 18 June 2019 4:00 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**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)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19

Hi,

Ok, tomorrow 11.30am confirmed.

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>



Internal

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Tuesday, 18 June 2019 3:49 PM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**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)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19

Dear Charmaine,

May we arrange at 11.30am on 19/06/2019?

Best Regards,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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, 18 June 2019 1:24 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**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)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19

Dear LKK,

Please revert on liability & arrange survey tomorrow after 10.30am & before 1pm. Please let me know the timing so I can arrange with customer.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

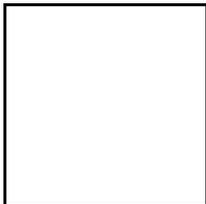
Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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:** Tuesday, 18 June 2019 11:58 AM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Subject:** Scan Image

Internal



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)