

Surveyor: WTH DOI: 19/6/19 Date / Time: 19/6/19  
Registered in Mermen: 19/6/19

Pre-assign / CCU / FTE



Insured Vehicle No. : G8J 773B Claim No. : \_\_\_\_\_  
Name of Insured : Croftwell Car Rentals P/L Policy No. : \_\_\_\_\_  
Insured Tel No. : \_\_\_\_\_ HP: \_\_\_\_\_ Make / Model : \_\_\_\_\_  
Excess Sec II :SS D.O.A: 15/6/19 Place of Accident : \_\_\_\_\_  
Is driver the owner? ( YES /  NO ) Nature of Accident : \_\_\_\_\_  
If NO, Driver Name / Age : \_\_\_\_\_ OI GIA REPORT:  / NO ; TP GIA REPORT:  YES NO  
Driver Tel No. : \_\_\_\_\_ (V/L:  / NO ) Insured Liability : % Final ? Yes / No

Sum 1954E



INSRS: \_\_\_\_\_  
WSP: Volkwagen  
Tel: \_\_\_\_\_  
Liability: \_\_\_\_\_  
RMKS: \_\_\_\_\_



INSRS: \_\_\_\_\_  
WSP: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Liability: \_\_\_\_\_  
RMKS: \_\_\_\_\_



INSRS: \_\_\_\_\_  
WSP: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Liability: \_\_\_\_\_  
RMKS: \_\_\_\_\_



INSRS: \_\_\_\_\_  
WSP: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Liability: \_\_\_\_\_  
RMKS: \_\_\_\_\_

Date/ Time	STAGE	DATE / PIC
11/7/19 / 19 RA → \$2,524	Non-Reporting ltr (1st):	10/07/2019
05/08 OI GIA Report in	Non-Reporting ltr (2nd):	
	Non-Reporting ltr (Final):	
	Notification ltr (if non-pickup):	
	Call OI:	19/6/19
	After call ltr to OI:	
	Documentation Check List:	Handler Typist
19/08/19 keep MRODN customer connect to GD (claim).	Notification ltr (if non-pickup)	<input type="checkbox"/>
18/09/19 MRODN to client up report.	After call ltr to OI:	<input type="checkbox"/>
	Authorisation To Act:	<input type="checkbox"/>
	Release Voucher:	<input type="checkbox"/>
	Final Repair Bill:	<input type="checkbox"/>
	Car Rental Invoice:	<input type="checkbox"/>
	Towing Invoice:	<input type="checkbox"/>
	LTA / GIA :	<input type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Mandate/Reject Instruction:	<input type="checkbox"/>
	LOD	<input type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: \_\_\_\_\_ Sent By: \_\_\_\_\_

FINALIZATION Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Confirm by: \_\_\_\_\_

Repair Cost: \$S ( \_\_\_\_\_ days) Reduction: % \_\_\_\_\_ Email  Call

FINAL SETTLEMENT Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Email  Call

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No. : 25 If NO or B 28, Ass. Lia: \_\_\_\_\_  
Repair Cost: \$S 610 REVERSED THE TP.

Loss of Rental (LOR): \$S ( \_\_\_\_\_ days) LOR only  LOR + LOR  LOR + LOI  [Tick only one]

Loss of Use (LOU): \$S (\$ \_\_\_\_\_ x days) Medical: \$S

Loss of Income (LOI): \$S (\$ \_\_\_\_\_ x days) Disbursement: \$S (e.g. Tow/ Independent )

Legal Cost: \$S Total: \$S Global Sum \$S:

FINAL PAYMENT Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Email  Call

Payee 1: \$S Name 1: \_\_\_\_\_

Payee 2 (Strike if N.A.): \$S Name 2: \_\_\_\_\_

Payee 3 (Strike if N.A.): \$S Name 3: \_\_\_\_\_

WTH  
30/07/19



# VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue  
Singapore 639176  
Biz. Reg No: 199101494Z  
GST No: M200985052



## Quotation Non binding - Preview

Page 1/1

Company  
AIG ASIA PACIFIC INSURANCE P/L  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120

Customer Details:  
Ms.  
SOH  
ENG MUI  
117 ANG MO KIO AVENUE 4  
#09-455  
Singapore 560117

Document no.  
Document date 18-06-2019  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 39999  
Job order number 2019000993/ 1  
Job order date 17-06-2019  
Service Advisor MEI KWAN KONG

License plate	Model code	First registration	VIN	Model	Mileage
SLM1954E	BQ13HZ	22-03-2019	VVVZZZAUZKW022908	Golf Comfortline 1.4   TSI 92kW DSG	500

Position no	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Diagnostic and Programming	1	pcs.	480.00 ✓	#1	480.00	513.60
	Check Short Circuit / Harness Repair	1	pcs.	280.00 ✓	#1	280.00	299.60
5G0807217FNGRU	Cover For Bumper Primed	1	pcs.	1,083.64 ✓	#1	1,083.64	1,159.49
5G0807248G	Foam Insert	1	pcs.	38.75 ?	#1	38.75	41.46
5G0807109AL	Impact Beam	1	pcs.	587.84 ?	#1	587.84	628.99
5G0807050B	Guide Piece (BUMPER BRACKET RH)	1	pcs.	19.18 ✓	#1	19.18	20.52
5G0807724F	Support Part (BUMPER GUIDE RH)	1	pcs.	50.49 ✓	#1	50.49	54.02
5G0805915J 9B9	Retainer For Spoiler Sati	1	pcs.	174.53 ?	#1	174.53	186.75
5G0853671G RYP	Cooling Air Grill Satin B (CENTRE GRILLE)	1	pcs.	229.28 ✓	#1	229.28	245.33
5G0854662F RYP	Cooling Air Grill Satin B (RHF CHROME GRILLE TRIM)	1	pcs.	91.02 ?	#1	91.02	97.39
5G0853666L 9B9	Cooling Air Grill Satin B (RHF LOWER GRILLE)	1	pcs.	70.75 ?	#1	70.75	75.70
5G2941774	Led Headlight → dismantle take photo (RHF)	1	pcs.	2,708.49 ✓	#1	2,708.49	2,898.08
	LABOUR	4	pcs.	840.00	#1 840	3,360.00	3,595.20
	Spray Painting	4	pcs.	800.00	#1 800	3,200.00	3,424.00

Quotation valid till 24-06-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	11,613.97	7%	866.18	12,373.97	13,240.15
<b>Total</b>	<b>760.00</b>	<b>11,613.97</b>		<b>866.18</b>	<b>12,373.97</b>	<b>13,240.15</b>

Tan Jiah 97495749  
WP 14/6/19 @ 1140  
3 days

Customer

Service Advisor

Resurvey before paint

— VISIT OUR WEBSITE: aftersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.vw.com.sg/for additional services, products and promotions) —

See @ 1140 auto.com

LKK Auto Consultants hence notify the Repairer of the following:

- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

## View Received Message

This mail is associated with :

**\*SLM1954E (3084465015SG)**  
**[GBJ7738]**  
TP  
SOH ENG MUI  
Jun 15 2019 12:00PM  
[GOLDBELL CAR RENTAL PTE LTD]  
Volkswagen Centre Singapore

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

**From** AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on **20/06/2019 09:24 AM**.  
**To** LKK\_HQ  
**Subject** No OI GIA Report

Hi,

Please be informed that no OI GIA report received till date.  
Please find OI details below for your further action.

OI name: GOLDBELL CAR RENTAL PTE LTD

Address:  
10 Raeburn Park  
#02-01  
Singapore 088702

Contact No: 6838 6300

Regards,  
Wah Xin

### DOCUMENTS SUMMARY

There are no documents.



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG19010845/T1ea3

21 June, 2019

**GOLDBELL CAR RENTAL PTE LTD**

10 Raeburn Park  
#02-01  
Singapore 088702

Dear Sirs,

**ACCIDENT INVOLVING SLA GBJ 773B AND SLM 1954E ON 15/06/2019  
ALONG /AT ANG MO KIO AVE 4 CARPARK**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Asher Sng  
Claims  
Tel : 6841 6051  
Fax: 6741 4108  
Email : AsherSng@lkkauto.com

*c.c. Claims Manager  
AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)*



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG19010845/T1ea3

10 JULY 2019

By Registered Mail  
First Reminder

**GOLDBELL CAR RENTAL PTE LTD**

10 Raeburn Park  
#02-01  
Singapore 088702

Dear Sir,

**ACCIDENT INVOLVING GBJ 773B AND SLM 1954E ON 15/06/2019  
ALONG /AT ANG MO KIO AVE 4 CARPARK**

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG.

Please note that you had been notified by our via mail by post from our office on 21/06/2019

Kindly proceed to lodge your accident report immediately, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

To enable us to look into the matter immediately, please let us hear from you within fourteen (14) days from date of this letter (by 26/07/2019).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s AIG Asia Pacific Insurance Pte Ltd reserves the right to repudiate liability.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Asher Sng  
Case Handler  
Tel : 6841 6051  
Fax: 6741 4108  
Email : AsherSng@lkkauto.com

c.c. *Claims Manager*  
*AIG Asia Pacific Insurance Pte. Ltd*  
*(Motor Claims Dept)*

## Asher Sng (LKKAuto)

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**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)

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**From:** Asher Sng (LKKAuto)

**Sent:** Friday, 28 June 2019 5:15 PM

**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 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)>; 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**

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)

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**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 <[a@lkkauto.com](mailto: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 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,

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>  
**Sent:** Wednesday, 19 June 2019 3:01 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>  
**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>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; 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**

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)

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**From:** Admin-D (LKKAuto)  
**Sent:** Tuesday, 18 June, 2019 4:01 PM  
**To:** 'Kong Charmaine (VGS - SG/Singapore)' <charmaine.kong@vw.com.sg>; assignments <assignments@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>

**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)



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

**Our Ref:** CC3/AIG19010845/T1ea3

19 AUG 2019

**GOLDBELL CAR RENTAL PTE LTD**  
10 RAEBURN PARK  
#02-01  
SINGAPORE 088702

Dear Sir/Madam,

**ACCIDENT INVOLVING GBJ 773B AND SLM 1954E ON 15/06/2019**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher

*Case Handler*

DID: 6841 6051

FAX: 6741 4108

Email: [Ashersng@lkkauto.com](mailto:Ashersng@lkkauto.com)

*c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)*

## Asher Sng (LKKAuto)

---

**From:** Shu Pei (LKKAuto)  
**Sent:** Friday, 13 September 2019 11:59 AM  
**To:** Lee, Ming-Yao  
**Cc:** Admin A; Asher Sng (LKKAuto)  
**Subject:** FW: Our Ref : 3084465015SG-003 | Accident Involving GBJ773B & SLM1954E on 15/06/2019

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/AIG19010845/T1ea3	Asher

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

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

---

**From:** Lee, Ming-Yao <MingYao.Lee@aig.com>  
**Sent:** Friday, 13 September 2019 11:11 AM  
**To:** Admin A <admin-a@lkkauto.com>  
**Subject:** Our Ref : 3084465015SG-003 | Accident Involving GBJ773B & SLM1954E on 15/06/2019

Hi Team,

Received subrogation claim from insurer of SLM1954E. Believe there was no direct settlement with the repairer.

You may close and submit WP report. Also, please do advise if OI / OID did revert after your letter sent out.

Regards,  
Lee Ming Yao, George  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1789

[Ming-Yao.Lee@AIG.com](mailto:Ming-Yao.Lee@AIG.com) | [www.aig.sg](http://www.aig.sg)

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

## Asher Sng (LKKAuto)

---

**From:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>  
**Sent:** Monday, 19 August 2019 1:49 PM  
**To:** Asher Sng (LKKAuto)  
**Cc:** Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLM1954E & GBJ773B ON 15.6.19 \*\*\* LKK REF: CC3/AIG19010845/ea3

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Hi Asher,

Customer had reverted to OD recovery.

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:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Monday, 19 August 2019 12:51 PM

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

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: [asher@sng@lkkauto.com](mailto:asher@sng@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 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,

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>  
**Sent:** Wednesday, 19 June 2019 3:01 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>  
**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>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; 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**

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>; assignments <assignments@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>  
**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

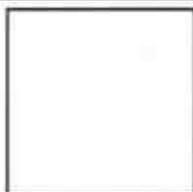
Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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

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Form with fields for Name & Address of Addressee (GOLDBELL CAR RENTAL PTE LTD), 2 Name & Address of Addressee (Lincos Investments Pte Ltd), Sender's Agreement, and a table for Insurance and Air/SUR options.

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PT116 09/2014

### ...CLAIM SUBFOLDER...(Pending for Survey Report)

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	19 Jun 2019 <a href="#">Edit Reg</a>		19 Jun 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$6,491.08</b> <a href="#">Edit Estimates</a>	<b>S\$6,491.08</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	GOLDBELL CAR RENTAL PTE LTD, Co. Reg. No.: 200710651D								
Main Claimant:	SOH ENG MUI, ID: S1303026Z								
Vehicle Reg. No.:	SLM1954E	Date of Loss:	15/06/2019 12:00 - :59 [2 Months and 24 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 3084465015SG	Policy/Cover Note No.:	0999994313 (Comprehensive)						
Vehicle Reg. No. (Insured):	GBJ773B	Policy No. (Claimant):	A29120121AVW						
		Excess:							
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@aig.com								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 28/06/2019]								
<b>ASSOCIATED MAIL RECEIVED</b>				<a href="#">View All</a>	<a href="#">Compose Case Mail</a>				
<ul style="list-style-type: none"> <li>• AIG_SG (05/08/2019): Re: Request For OI GIA Report</li> <li>• AIG_SG (08/07/2019): Re: No OI GIA Report</li> <li>• AIG_SG (20/06/2019): No OI GIA Report</li> </ul>									
<b>ALL ASSOCIATED TASKS</b>									
<a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SLM1954E (3084465015SG)  
[GBJ773B]  
TP  
SOH ENG MUI  
Jun 15 2019 12:00PM  
[GOLDBELL CAR RENTAL PTE LTD]  
Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View <input type="button" value="View in Browser"/>	
<b>Video</b>														1 per page	<input checked="" type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	19/06/19 15:43	<b>Video - Accident</b> TP video											Load MP4			
<b>Assessment Reports</b>														1 per page	<input checked="" type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)										Thumbnail	Print			
1	05/08/19 16:30	<b>Accident Statement</b> From: SC - Reg. No: GBJ773B, Claimant: GOLDBELL CAR RENTAL PTE LTD											Load HTM			
<b>Photos/Images</b>														3 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	30/09/19 15:43	<b>Odometer Reading</b>											Load JPG	<input checked="" type="checkbox"/>		
2	30/09/19 15:43	<b>Chassis Number</b>											Load JPG	<input checked="" type="checkbox"/>		
3	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
4	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
5	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
6	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
7	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
8	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
9	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
10	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
11	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
12	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
13	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
14	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
15	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
16	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
17	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
18	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
19	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
20	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
21	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
22	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
23	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
24	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
25	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
26	30/09/19 15:43	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
27	30/09/19 15:44	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
28	30/09/19 15:44	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
29	30/09/19 15:44	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
30	30/09/19 15:44	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>		
<b>Documentation</b>														1 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	19/06/19 14:59	<b>TP ESTIMATE</b>											Load PDF			
2	19/06/19 14:59	<b>TP GIA REPORT</b>											Load PDF			
3	21/06/19 09:57	<b>TP ESTIMATE - MARKED</b>											Load PDF			

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
4	21/06/19 13:29	Non reporting letter		Load PDF
5	19/08/19 12:53	LETTER TO OI		Load PDF
6	30/09/19 15:43	EMAIL FROM AIG DD 130919		Load PDF
7	30/09/19 15:43	EMAIL FROM WSP DD 190819		Load PDF
8	09/10/19 08:17	Registered Mail Fee		Load PDF

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>

**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

 51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
 Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

**VEHICLE DAMAGE INSPECTION REPORT**
**Our File No:** CC3/AIG19010845/T1EA3Q2

**Date:** 09/10/2019

**REFERENCE**

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	0999994313
<b>Claimant</b>		
<b>Vehicle No :</b> SLM1954E	<b>Insured Vehicle No :</b>	GBJ773B
<b>Date of Loss:</b> 15/06/2019	<b>Nature of Claim:</b> TP	<b>Claim No:</b> 3084465015SG

**DESCRIPTION & IDENTIFICATION OF VEHICLE**

<b>Reg No:</b>	<b>SLM1954E</b>	<b>Engine No:</b>	CZC997522
<b>Make &amp; Model:</b>	VOLKSWAGEN GOLF, 1.4 (A)	<b>Chassis No:</b>	WWWZZZAUZKW022908
<b>Reg. Date:</b>	22/03/2019 (Man. Year: 2018)	<b>Odometer:</b>	4429 km
<b>Colour:</b>	Silver		
<b>Engine Capacity:</b>	1395 cc		
<b>Market Value/New Car Price:</b>	N/A		
<b>Sum Insured (S\$):</b>	<b>Market Value/New Car Price</b>		

**CONDITION OF VEHICLE AT THE TIME OF SURVEY**

<b>General Condition:</b>	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
<b>Handbrake (Serviceable):</b>	Yes	Engine Modification:	No	Pre-accident Condition:

**CONDITION OF TYRES**

<b>Front Tyre Size:</b>	225/45 R17	<b>Rear Tyre Size:</b>	225/45 R17
<b>Front Left Side:</b>	Pirelli 6 mm	<b>Rear Left Side:</b>	Pirelli 6 mm
<b>Front Right Side:</b>	Pirelli 6 mm	<b>Rear Right Side:</b>	Pirelli 6 mm

*The above values represent the remaining tyre treads depth*

<b>COST OF CLAIMS</b>	<b>Repairer's</b>	<b>Adjuster's</b>	<b>Difference</b>	<b>Diff %</b>
Parts	5,053.97	4,091.08	962.89	19.05
Miscellaneous Items	0.00	0.00	0.00	
Labour	7,320.00	2,400.00	4,920.00	67.21
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>12,373.97</b>	<b>6,491.08</b>	<b>5,882.89</b>	<b>47.54</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>866.18</b>	<b>454.38</b>	<b>411.80</b>	<b>47.54</b>
<b>Nett Amount (S\$)</b>	<b>13,240.15</b>	<b>6,945.46</b>	<b>6,294.69</b>	<b>47.54</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

**INSPECTION**

<b>Date of Assignment:</b>	19/06/2019	
<b>Date Inspected:</b>	19/06/2019	<b>Inspected At:</b> Volkswagen Centre Singapore (HQ) 247 Alexandra Road Singapore 159934
<b>Estimated Period of Repair:</b>	3.0 days	

**Adjuster:** MOHD TAUFIKH BIN HAMID

**Manager:** Asher Sng Rong Yi

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*COVER FOR BUMPER PRIMED	Deformed	1,083.64 FS	*1,083.64 FS
2	1		*FOAM INSERT	*Check	38.75 FS	*- FS
3	1		*IMPACT BEAM	*Check	587.84 FS	*- FS
4	1		*GUIDE PIECE (BUMPER BRACKET RH)	Necessary	19.18 FS	*19.18 FS
5	1		*SUPPORT PART (BUMPER GUIDE RH)	Necessary	50.49 FS	*50.49 FS
6	1		*RETAINER FOR SPOILER SATI	*Check	174.53 FS	*- FS
7	1		*COOLING AIR GRILLE SATIN B (CENTRE GRILLE)	Cut	229.28 FS	*229.28 FS
8	1		*COOLING AIR GRILLE SATIN B (RHF CHROME GRILLE TRIM)	*Check	91.02 FS	*- FS
9	1		*COOLING AIR GRILLE SATIN B (RHF LOWER GRILLE)	*Check	70.75 FS	*- FS
10	1		*LED HEADLIGHT (RHF)	Cut	2,708.49 FS	*2,708.49 FS
<b>Total Parts (\$\$)</b>					<b>5,053.97</b>	<b>4,091.08</b>

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<b>Labour Items</b>				
1	LABOUR	New	3,360.00	840.00
2	SPRAY PAINTING	New	3,200.00	800.00
3	DIAGNOSTIC AND PROGRAMMING	New	480.00	480.00
4	CHECK SHORT CIRCUIT/HARNESS REPAIR	New	280.00	280.00
<b>Gross Labour Cost (S\$)</b>			<b>7,320.00</b>	<b>2,400.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >