

## Vic (LKKAuto)

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**From:** Vic (LKKAuto)  
**Sent:** Saturday, 29 February, 2020 12:26 PM  
**To:** Wong MeiY (VGS - SG/Singapore)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); Admin A; Vic (LKKAuto)  
**Subject:** RE: [EXT] RE: OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3  
**Attachments:** DV.pdf

Without Prejudice

Dear MeiY,

We refer further to your below email.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability to our Insured's part, we have our principal's mandate and we offer to settle your client's claim as below:

Cost of Repair (w/gst)	\$ 9,813.14
Loss of Rental w/gst (\$100 x 8 days)	\$ 856.00
GIA Search Fee	\$ 2.00
<b>TOTAL</b>	<b>\$ 10,671.14</b>

If agreeable, kindly chop and sign the attached DV then forward back to us a copy for payment processing.

The above amount is to be made payable to **VOLKSWAGEN CENTRE SINGAPORE**.

Thank you.

*"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Wong Meiy (VGS - SG/Singapore) [mailto:meiy.wong@vw.com.sg]  
**Sent:** Friday, 7 February, 2020 8:36 AM  
**To:** Vic (LKKAuto)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); Admin A  
**Subject:** RE: [EXT] RE: OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3

Good Morning Vic,

Noted but PLeaseeeeeeeeeeeeeee help to expedite ,cause finance chase me like hell liao.

Appreciated your kind assist here.

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](mailto:meiy.wong@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Friday, 7 February 2020 8:29 AM  
**To:** Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** [EXT] RE: OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3

Without Prejudice

Dear Meiy,

We refer to your below email.

Please be informed that we are still pending for mandate approval from our principal.

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

Thank you.



*« Wishing you a Happy and Prosperous Lunar New Year »*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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

**Sent:** Thursday, 6 February, 2020 8:34 PM

**To:** Vic (LKKAuto)

**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)

**Subject:** OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3

Dear Vic,

Any update for this long overdue settlement request, 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](mailto:meiy.wong@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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**From:** Wong Meiy (VGS - SG/Singapore)  
**Sent:** Wednesday, 11 December 2019 5:50 PM  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXT] RE: OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3

Noted with Thanks Vic.

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](mailto:meiy.wong@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Wednesday, 11 December 2019 5:14 PM  
**To:** Wong Mei (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** [EXT] RE: OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3

Without Prejudice

Dear Mei,

We refer to your below email.

Please be informed that we are currently pending for our principal's mandate approval.

We will follow up and will get back to you for an update/offer in due course.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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

**Sent:** Wednesday, 11 December, 2019 5:10 PM

**To:** Vic (LKKAuto)

**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)

**Subject:** OFFER + DV REQUEST- SKU2962U - \*\* LKK REF: CC3/AIG19013397/T1ha3

Dear Vic ,

Could I have an offer or DV for this settlement.

Appreciated your kind action on this matter, 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](mailto:meiy.wong@vw.com.sg)

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



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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 26 August 2019 11:10 AM  
**To:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXT] RE: SKU2962U - FINALISE \*\*\* LKK REF: CC3/AIG19013397/T1ha3

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

Dear Sir / Madam,

Thank you for your email.

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

**Hi Taufikh / Vic,**

**Kindly assist.**

***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:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>  
**Sent:** Monday, 26 August, 2019 10:27 AM  
**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@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:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>  
**Subject:** SKU2962U - FINALISE

Dear Taufikh,

Please confirmed

COR \$ 9171.16 before GST

Total 6 working days repairs



Pearlyn Cheong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288  
Main Line: +65 6305 7299  
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