

Vic (LKKAuto)

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Wednesday, 27 November, 2019 6:27 PM
To: Vic (LKKAuto); Shu Pei (LKKAuto)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A; assignments
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19 ****LKK REF:CC3/AIG19017754/hb3
Attachments: 2928_001.pdf

Hi,

LOD attached FYA please.

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: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Thursday, 10 October 2019 2:33 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Shu Pei (LKKAuto) <shupe@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19
****LKK REF:CC3/AIG19017754/hb3

WITHOUT PREJUDICE

Dear Charmaine,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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 and admission of any liability to our Insured's part. 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 and approved by our principal.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Vic (LKKAuto)

Sent: Wednesday, 9 October, 2019 6:15 PM

To: Kong Charmaine (VGS - SG/Singapore); Shu Pei (LKKAuto)

Cc: Cheong Pearlyn (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A; assignments; Vic (LKKAuto)

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19
****LKK REF:CC3/AIG19017754/hb3

Without Prejudice

Dear Charmaine,

Received with thanks.

Please be informed that we are still pending for our Insured's GIA report.

We will get back to you for an update in due course.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Wednesday, 9 October, 2019 5:42 PM

To: Shu Pei (LKKAuto); Vic (LKKAuto)

Cc: Cheong Pearlyn (VGS - SG/Singapore); Wong MeiY (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A; assignments

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19

****LKK REF:CC3/AIG19017754/hb3

Dear Vic,

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
<http://www.vw.com.sg>



Internal

From: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Sent: Tuesday, 8 October 2019 5:26 PM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19
****LKK REF:CC3/AIG19017754/hb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Please note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

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

Thank you

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 | fax: 6741-4108

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Sent: Tuesday, 8 October 2019 4:53 PM

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

Cc: 'Cheong Pearlyn (VGS - SG/Singapore)' <Pearlyn.cheong@vw.com.sg>; 'Wong Meiy (VGS - SG/Singapore)' <meiy.wong@vw.com.sg>; 'Goh Edmund (VGS - SG/Singapore)' <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19

Dear Charmaine,

Appointment confirmed.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | 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, 8 October 2019 4:52 PM

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

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SCG881B & SJV9909K ON 7.10.19

Dear LKK,

Please arrange survey tomorrow at 2pm at VW Alexandra. Please confirm.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

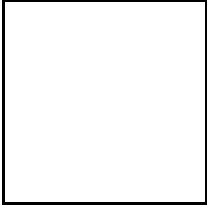
Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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, 8 October 2019 4:49 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

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