

Veron Chen (LKKAUTO)

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 29 November 2019 4:17 PM
To: Celine Fong (LKKAUTO); assignments; Irene Tay
Cc: SUR; CS A Team; Admin A; Foo John (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore)
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Irene,

Really appreciate if you can revert on liability for this claim.

Already 1 month from the date of accident.

Thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Sent: Wednesday, 27 November 2019 9:34 AM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Irene,

Please advise on the liability. It is so clear that your insured did not exercise caution when he exited the passport inspection booth. Our owner next course of action will be passing the case to legal for recovery. Please reply by today.

Please assist to look into this case. Thank you.

Best Regards,

John Foo
Bodyshop Manager

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934
Body & Paint Department (1st Level)

Main: +65-6305 7132

HP: +65 96911588

John.foo@vw.com.sg

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



Internal

From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>

Sent: Wednesday, 27 November 2019 9:20 AM

To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear claims,

Please revert on liability (urgent).

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat
Singapore 368314

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Monday, 25 November 2019 8:18 AM
To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Irene,

As spoken, Appreciate if you can revert on DS for this claim.

Customer 30days date line for own damage claim is almost up.

If there is a problem with the claim as least we can get customer to revert to OD.

Thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

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1 Kampong Ampat
Singapore 368314

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Internal

From: Tang Shu Shi (VGS - SG/Singapore)

Sent: Tuesday, 19 November 2019 8:37 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Claims,

I have not heard from u, please revert on DS.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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Internal

From: Tang Shu Shi (VGS - SG/Singapore)
Sent: Friday, 15 November 2019 10:58 AM
To: 'Celine Fong (LKKAuto)' <celinefong@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Claims,

Please revert on liability for this claim urgently, thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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Internal

From: Tang Shu Shi (VGS - SG/Singapore)
Sent: Thursday, 14 November 2019 8:29 AM
To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Hi,

Vehicle had been survey, please let us know if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
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<https://www.volkswagen.com.sg/>



Internal

From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Sent: Thursday, 7 November 2019 5:50 PM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; assignments <assignments@lkkauto.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Shu Shi,

Refer to our earlier tele-conversation.

Please proceed to make arrangement for us to inspect the vehicle as there is no inspection done at the third party workshop.

Dear Summer (Assignment Team),

Please assist to follow up.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 7 November 2019 4:46 PM
To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear LKK,

We have received a call from Irene from China Taiping mentioning that your have survey this vehicle at the third party workshop.

Customer cancel claim with them and would like to repair at VW.

Please see attached estimate by VW, please let us have your marking and let us know if can proceed with DS soonest.

Thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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Mobile: +65 9386-7833
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Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Tang Shu Shi (VGS - SG/Singapore)
Sent: Tuesday, 5 November 2019 8:09 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT FOR SMK6648E & SLT9551U ON 29/10/2019

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
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Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Monday, 4 November 2019 6:51 PM

To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: Scan Image

Internal