

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 11 December, 2019 2:34 PM
To: Tang Shu Shi (VGS - SG/Singapore)
Cc: Chee Steven (VGS - SG/Singapore); Admin A; Vic (LKKAUTO)
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK REF: CC3/AIG19020191/R1ha3
Attachments: LOD.PDF

Without Prejudice

Dear Shu Shi,

We refer to your below email and the contents were noted.

We 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 | fax: 6741-4108

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



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From: Tang Shu Shi (VGS - SG/Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Friday, 6 December, 2019 10:00 AM
To: Vic (LKKAUTO)
Cc: Chee Steven (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK REF: CC3/AIG19020191/R1ha3

Hi,

Please see attached final bill for your processing.

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: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Wednesday, 20 November 2019 5:00 PM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK REF: CC3/AIG19020191/R1ha3

Without Prejudice

Dear Shu Shi,

Yes, we will proceed with DS.

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: Tang Shu Shi (VGS - SG/Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Wednesday, 20 November, 2019 4:49 PM

To: Vic (LKKAuto)
Cc: Chee Steven (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK REF: CC3/AIG19020191/R1ha3

Hi,

So may we proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



Internal

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Wednesday, 20 November 2019 4:35 PM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK REF: CC3/AIG19020191/R1ha3

Without Prejudice

Dear Shu Shi,

We refer further to our below email.

Our Insured Driver is holding a valid driving licence.

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, 20 November, 2019 10:11 AM

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

Cc: Chee Steven (VGS - SG/Singapore); Admin A; Vic (LKKAuto)

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK

REF: CC3/AIG19020191/R1ha3

Importance: High

Without Prejudice

Dear Sushi,

We refer further to our below email.

Kindly put on hold the matter first as we are verifying our Insured's Driver's Driving Licence status.

We will get back to you for an update asap.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Vic (LKKAuto)

Sent: Friday, 15 November, 2019 3:12 PM

To: Tang Shu Shi (VGS - SG/Singapore); assignments

Cc: Chee Steven (VGS - SG/Singapore); Admin A; Vic (LKKAUTO)

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK
REF: CC3/AIG19020191/ha3

WITHOUT PREJUDICE

Dear Shu Shi,

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: Mei Kwan (LKKAUTO)

Sent: Thursday, 14 November, 2019 3:53 PM

To: Tang Shu Shi (VGS - SG/Singapore); Vic (LKKAUTO)

Cc: Chee Steven (VGS - SG/Singapore); Admin A

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019 *** LKK
REF: CC3/AIG19020191/ha3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN

ANCHORVALE LINK

BIR 325B

A: GBE 6109G
B: SLP 762H

B

A

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 7-11-2019, approximately 1pm, I was driving
my vehicle out of the lot of Bir 325B of Anchorvale
link and the rear end of my vehicle scrapped on the
front right of vehicle SLP 762H.

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 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 | fax: 67414108

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, 14 November, 2019 2:59 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019

Dear,

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
Mobile: +65 9386-7833
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<https://www.volkswagen.com.sg/>



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From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Sent: Monday, 11 November 2019 7:08 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLP762H & GBE6109G DOA : 07/11/2019

Dear claims,

Please revert on liability & arrange for survey.

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



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

Sent: Monday, 11 November 2019 7:07 PM

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

Subject: Scan Image

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