

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 16 January 2020 12:14 PM
To: Kong Charmaine (VGS - SG/Singapore); Mei Kwan (LKKAuto)
Cc: Wong Mei (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Admin A; Goh Edmund (VGS - SG/Singapore)
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMQ1214A & SKV5882S ON 14.1.2020 *** LKK REF: CC3/AIG20000896/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 | 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>

Sent: Thursday, 16 January 2020 12:10 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMQ1214A & SKV5882S ON 14.1.2020
*** LKK REF: CC3/AIG20000896/ea3

Dear Asher,

Reference to the below report from your insured that he/she had admitted to hitting claimant's vehicle at the rear as unable to stop in time, please expedite to give us the liability clearance.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, 16 January 2020 10:37 AM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMQ1214A & SKV5882S ON 14.1.2020

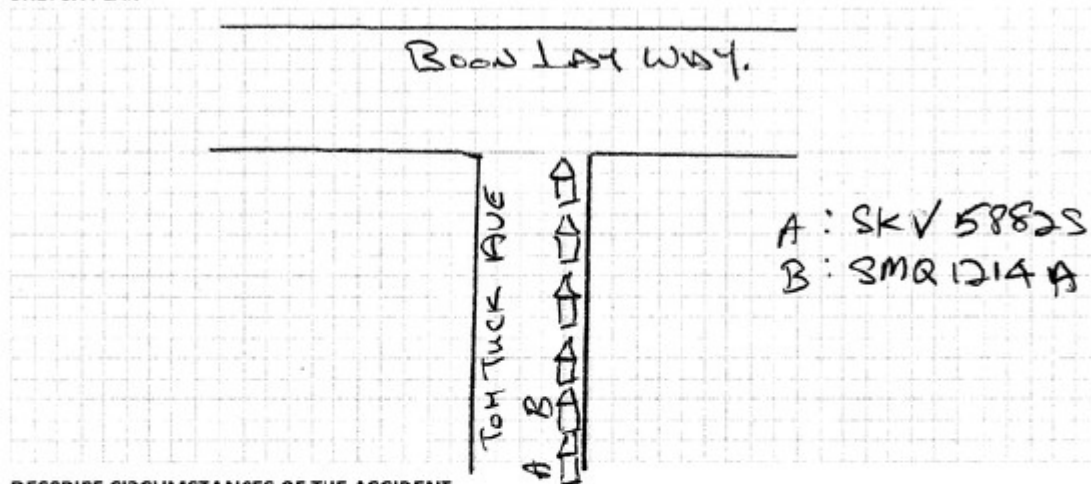
*** LKK REF: CC3/AIG20000896/ea3

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



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was driving my Car of Registration NO. SKV 5882S from my house at 32 Kisania Green into Toh Tuck Avenue, towards the Traffic Light T-Junction into Boon Lay Way. The car no. SMQ 1214A in front of me suddenly and I could not stop in time, and collided into the rear of the vehicle.
date of accident : 14-01-2020
Time of accident : 8.35 am.

Please 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.

"Wishing you a Happy and Prosperous Lunar New Year"



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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 15 January, 2020 3:00 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 SMQ1214A & SKV5882S ON 14.1.2020

Dear Charmaine,

Appointment confirmed.

Wishing you a Happy and Prosperous Lunar New Year"



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, 14 January 2020 6:04 PM
To: 'assignments' <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@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: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMQ1214A & SKV5882S ON 14.1.2020

Dear Nivitha/Summer,

Please arrange survey on Friday 17.1.2020 between 10am-4pm at Alexandra VW. 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, 14 January 2020 5:52 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

Internal



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