

Vic (LKKAuto)

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Monday, 9 March, 2020 5:23 PM
To: Vic (LKKAuto); Mei Kwan (LKKAuto); assignments
Cc: Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020 - LKK REF CC3/AIG20001753/T1hs3
Attachments: 4084_001.pdf

Hi,

LOD 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>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



Internal

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Friday, 7 February 2020 3:43 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments <assignments@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>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: [EXT] RE: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020 - LKK REF CC3/AIG20001753/T1hs3

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

Sent: Wednesday, 5 February, 2020 11:47 AM

To: Vic (LKKAuto); Mei Kwan (LKKAuto); assignments

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

Subject: RE: [EXT] RE: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020

Dear Vic,

Please kindly update the status if this claim by Friday as customer is chasing.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Main Line: +65 6305 7299
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charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Tuesday, 4 February 2020 11:54 AM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments <assignments@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>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020

Dear Vic,

Please kindly expedite to revert on liability.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor

Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Internal

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Friday, 31 January 2020 9:57 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; assignments <assignments@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>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXT] RE: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020

Without Prejudice

Dear Charmaine,

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

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

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 | 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: Friday, 31 January, 2020 9:28 AM

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

Cc: Wong Mei (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore)

Subject: FW: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020

Dear Vic,

Your insured had reported (refer to attached statement from your insured's report). Please revert on liability soonest.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Internal

From: Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Sent: Thursday, 30 January 2020 5:16 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>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020

Dear Claims,

Please revert for survey appointments.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Internal

From: Goh Edmund (VGS - SG/Singapore)

Sent: Thursday, 30 January 2020 5:08 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>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: SML9181J- REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SML9181J & SMQ7574X ON 24/01/2020

Dear Claims,

Please revert for survey appointments.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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