

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 3 March, 2020 7:10 PM  
**To:** Kong Charmaine (VGS - SG/Singapore)  
**Cc:** Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A; Vic (LKKAUTO)  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020 - LKK REF CC3/AIG20002969/Eha3

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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**From:** Kong Charmaine (VGS - SG/Singapore) [mailto:[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** Tuesday, 3 March, 2020 10:38 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Admin A  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020

Dear Vic,

Have you received your insured's report?

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>

**VOLKSWAGEN**  
GROUP SINGAPORE



Das **Welt**Auto.



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Internal

**From:** Kong Charmaine (VGS - SG/Singapore)

**Sent:** Friday, 28 February 2020 10:11 AM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

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

**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020

Hi Vic,

No scene video available.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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Internal

**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Friday, 28 February 2020 9:58 AM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020

Without Prejudice

Dear Charmaine,

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

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

We will continue to follow up on the matter.

Meanwhile, we would like to request for if any video footage available for this accident.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto: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, 28 February, 2020 9:44 AM

**To:** Vic (LKKAuto)

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

**Subject:** FW: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020

Dear Vic,

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 19 February 2020 4:19 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020

Dear Charmaine,

Appointment confirmed.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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, 19 February 2020 12:51 PM  
**To:** assignments; Nivitha (LKK Auto); Admin A  
**Cc:** Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore)  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE8282G & SLT9061S ON 17.2.2020

Dear LKK,

Please arrange survey on Friday 4.30pm at VW Alexandra. Please confirm.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

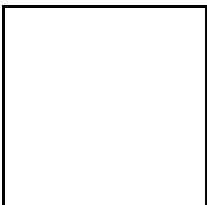
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Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Sent:** Wednesday, 19 February 2020 12:28 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
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