

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 3 April, 2020 3:49 PM
To: Kong Charmaine (VGS - SG/Singapore); Mei Kwan (LKKAuto)
Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Admin A; Jasper Chua (LKK Auto); Vic (LKKAuto)
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020 - LKK REF CC3/AIG20004392/ha3
Attachments: STATEMENT.jpg

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: Friday, 3 April, 2020 3:39 PM

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

Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Admin A; Jasper Chua (LKK Auto)

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020 - LKK REF CC3/AIG20004392/ha3

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

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GROUP SINGAPORE



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Internal

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Tuesday, 31 March 2020 3:57 PM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@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>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020 - LKK REF CC3/AIG20004392/ha3

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 and will get back to you for an update.

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: Tuesday, 31 March, 2020 3:30 PM

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

Cc: Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore);
Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Admin A; Jasper Chua (LKK Auto)

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON
21.3.2020 - LKK REF CC3/AIG20004392/ha3

Dear Vic,

Has your insured reported?

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: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Friday, 27 March 2020 4:59 PM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Wong Mei (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>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020 - LKK REF CC3/AIG20004392/ha3

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 follow up and will get back to you for an update.

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

Sent: Friday, 27 March, 2020 4:35 PM

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

Cc: Wong Mei-y (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore)

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020

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

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Internal

From: Kong Charmaine (VGS - SG/Singapore)

Sent: Tuesday, 24 March 2020 4:32 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Wong Mei-y (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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020

Dear Vic,

Is this your case? Scene video attached for your perusal. Please reply 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
<http://www.vw.com.sg>

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Das WeltAuto.



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Monday, 23 March 2020 5:02 PM
To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Nivitha (LKK Auto) <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>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020

Dear LKK,

Please revert on liability. Will arrange for survey after customer get back on schedule.

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
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Das **WeltAuto.**



From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Monday, 23 March 2020 3:31 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

Internal