

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 27 March, 2020 4:59 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; Vic (LKKAuto); Jasper Chua (LKK Auto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG6292E & SCG5522E ON 21.3.2020 - LKK REF CC3/AIG20004392/ha3
Attachments: 20200321_172830_NF (online-video-cutter.com).mp4

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

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



Save the Earth. Print only when necessary.

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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 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)

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>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Tuesday, 24 March 2020 4:32 PM
To: Vic (LKKAuto) <vicalpeh@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>; 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>

VOLKSWAGEN
GROUP SINGAPORE



Das **Welt**Auto.



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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charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



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