

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 9 April, 2020 12:27 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); Tang Shu Shi (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Admin A; Vic (LKKAUTO)
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3q2-1

Dear Charmaine,

We refer to your below email.

We would like to request for a longer version of the footage, at least around 10 seconds prior to the collision.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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: Thursday, 9 April, 2020 12:17 PM
To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)
Cc: Wong Meiy (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3q2-1

Dear Vic,

Please email me the liability clearance asap since your insured had already reported.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

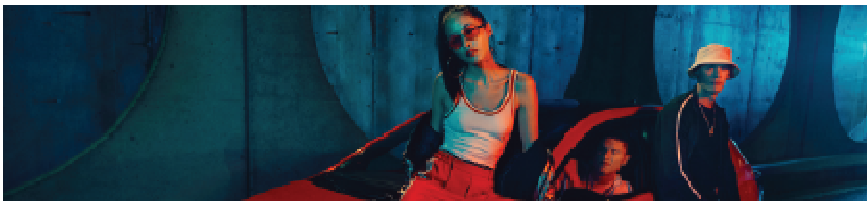
Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



Internal

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

Sent: Tuesday, 7 April 2020 4:25 PM

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

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3q2-1

Dear Charmaine,

Noted.

Hi Vic,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

From: Kong Charmaine (VGS - SG/Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Tuesday, 7 April 2020 10:44 AM
To: Mei Kwan (LKKAuto); Vic (LKKAuto)
Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore)
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Dear Mei Kwan/Vic,

My client will like to claim from third party now since your insured had reported. My client had confirmed that the date of accident was on the 6.3.2020. There was a typo error in the report filed by the reporting centre. Please kindly revert to us on the 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: Monday, 30 March 2020 4:32 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Hi,

Edmund will check with customer & get back to you.

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

Sent: Monday, 30 March 2020 4:27 PM

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

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Hi

Need to confirm too. As OI reported DOA was on 06.03.2020.

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

Sent: Monday, 30 March, 2020 4:26 PM

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

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Hi,

Please note that my client had reverted to OD/Recovery for this claim before her insurance deadline.

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

Sent: Monday, 30 March 2020 4:15 PM

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

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Hi Charmaine,

Kindly assist to confirm DOA.

Your client's CCTV show DOA was on 06.03.2020.

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

Sent: Monday, 23 March, 2020 3:33 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@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: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Without Prejudice

Dear Charmaine,

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

As spoken earlier, our Insured will be lodging the accident report today.

We will now close file in our end.

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: Monday, 23 March, 2020 3:30 PM

To: Vic (LKKAuto)

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

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Dear Vic,

Please note that my client had reverted to OD/Recovery for this claim before her insurance deadline.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

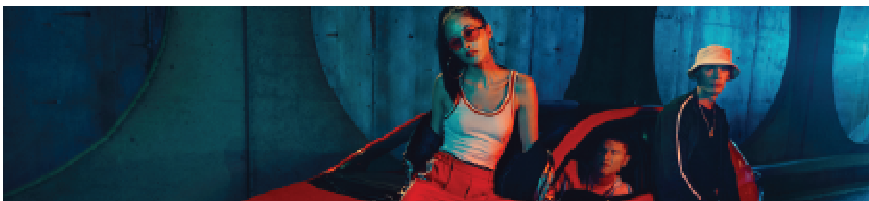
Volkswagen Group Singapore Pte Ltd
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Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

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Internal

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

Sent: Monday, 23 March 2020 3:03 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Without Prejudice

Dear Charmaine,

We refer further to our below email.

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

Meanwhile, we would like to request for a longer version of the video footage (e.g. 10 seconds before collision).

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: Vic (LKKAuto)

Sent: Tuesday, 17 March, 2020 9:42 AM

To: Kong Charmaine (VGS - SG/Singapore); Mei Kwan (LKKAuto)

Cc: Admin A; Vic (LKKAuto)

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Without Prejudice

Dear Charmaine,

We refer to your below email.

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: Monday, 16 March, 2020 3:40 PM

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

Subject: FW: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Dear Vic,

Scene video rear attached for your perusal. Please revert on liability once your insured 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



Das WeltAuto.



Internal

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

Sent: Monday, 16 March 2020 2:53 PM

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

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>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020 *** LKK REF: CC3/AIG20003961/T1ha3

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

Please provide us the following.

- **evidence i.e. video and scene photo.**
- **PIR result (if any)**

Please note that for liability, claim negotiation and settlement, please contact **Vic at 6841 2096.**

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

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

Sent: Thursday, 12 March, 2020 12:54 PM

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 SMJ1452R & SDH8381H ON 7.3.2020

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>



Internal

From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: Wednesday, 11 March 2020 3:56 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: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020

Dear Charmaine,

Noted with thanks.

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: Wednesday, 11 March 2020 3:50 PM

To: assignments; Admin A; Nivitha (LKK Auto)

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1452R & SDH8381H ON 7.3.2020

Dear Summer,

As spoken, survey tomorrow 11.30am is confirmed at VW Alexandra.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor

Aftersales

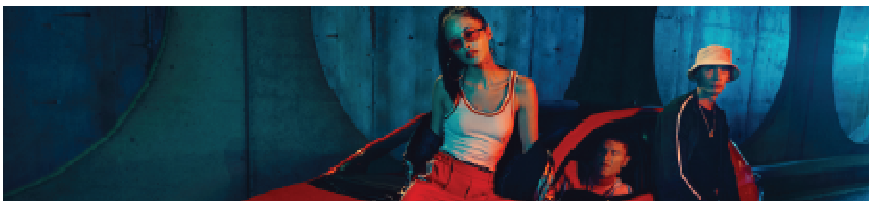
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charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

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Das **Welt**Auto.



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Wednesday, 11 March 2020 10:32 AM
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>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMJ1422R & SDH8381H ON 7.3.2020

Dear LKK,

Please check & revert on liability. Will arrange survey after customer confirms.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

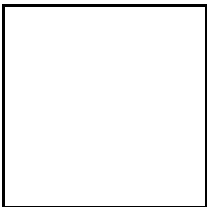
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Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Wednesday, 11 March 2020 9:56 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

Internal



This email has been checked for viruses by AVG antivirus software.
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