

Su Li (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 29 May 2020 3:46 PM
To: Su Li (LKK Auto)
Cc: MT_Claim_SG
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 LKK REF : CC4/LPC20006024/ps3 [External Confidential]
Attachments: SKP3443.pdf

Lonpac External - Confidential

Our Ref: 19/20/20/VP05/022985

Dear Su Li,

Attached copy of insured's accident report for your attention.

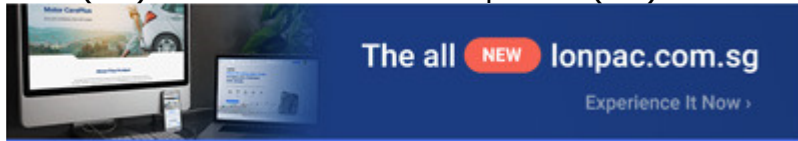
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - Confidential data is for use by authorised external parties only.

From: Su Li (LKK Auto) [mailto:suli@lkkauto.com]

Sent: Friday, 29 May 2020 1:53 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 [External Confidential] LKK REF : CC4/LPC20006024/ps3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong.

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

**** 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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Admin-D (LKKAuto)

Sent: Friday, 29 May 2020 11:16 AM

To: 'GERALD POH WEE BIN'; assignments; Admin A

Cc: 'MT_Claim_SG'

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Friday, 29 May, 2020 9:14 AM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 [External Confidential]

Lonpac External - Confidential

Our Ref: 19/20/20/VP05/022985

Dear Summer,

Please proceed to conduct the survey and revert on liability.

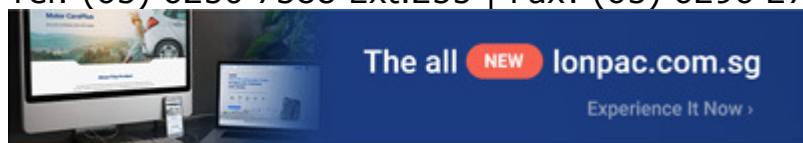
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - Confidential data is for use by authorised external parties only.

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

Sent: Thursday, 28 May 2020 5:26 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@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 SKW8829Y & SKP3443X ON 1.2.2020

Dear Claims

Please revert on liability & survey arrangements.

Estimate, GIA report & the police investigation result are attached for your perusal.

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 **Volk**Auto.



Internal