

## Su Li (LKK Auto)

---

**From:** Su Li (LKK Auto)  
**Sent:** Monday, 1 June 2020 9:29 AM  
**To:** 'GERALD POH WEE BIN'  
**Cc:** Hsiao Tong (LKKAuto); 'Kong, Charmaine (VWG Singapore)'  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 LKK REF : CC4/LPC20006024/ps3 [External Confidential]

Dear Gerald,

Contents noted. We will close file at our end.

*\* 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](mailto: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:** GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]  
**Sent:** Saturday, 30 May 2020 10:57 AM  
**To:** Su Li (LKK Auto)  
**Cc:** Hsiao Tong (LKKAuto); 'Kong, Charmaine (VWG Singapore)'  
**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 LKK REF : CC4/LPC20006024/ps3 [External Confidential]

**Lonpac External - Confidential**

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

Dear Su Li,

Please disregard the appointment as we have earlier appointed Appraisal Associates to survey the vehicle.

Aside to Charmaine- We have earlier appointed M/s Appraisal Associates to survey the vehicle on 10 February 2020

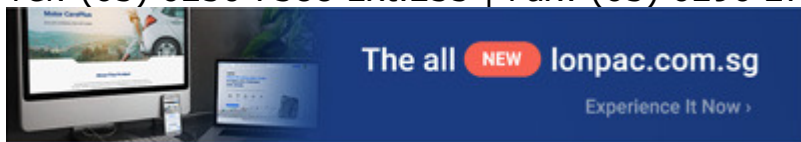
Please liaise with them on liability.

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:** GERALD POH WEE BIN

**Sent:** Saturday, 30 May 2020 10:30 am

**To:** 'Su Li (LKK Auto)' <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

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

**Lonpac External - Confidential**

Dear Su Li,

We have earlier appointed Appraisal Associates to survey the third party vehicle.

Please let us know your involvement.

Aside to Appraisal – Attn : Jasmine

Please verify if the workshop had appointed another surveyor.

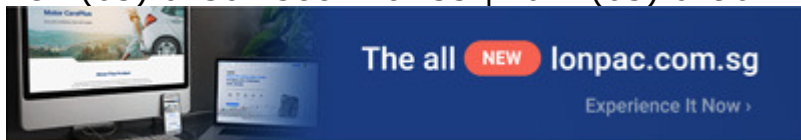
Best Regards

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:** GERALD POH WEE BIN

**Sent:** Friday, 29 May 2020 3:46 pm

**To:** 'Su Li (LKK Auto)' <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

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

**Lonpac External - Confidential**

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

Dear Su Li,

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

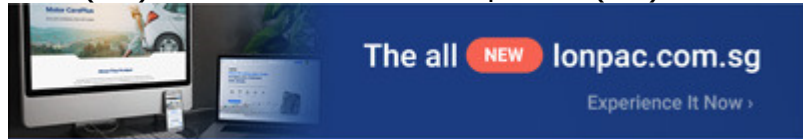
Best Regards

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](mailto:mt_claim@lonpac.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto: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](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

---

**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](mailto: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](mailto:geraldpoh@lonpac.com)>  
**Sent:** Friday, 29 May, 2020 9:14 AM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKW8829Y & SKP3443X ON 1.2.2020 [External Confidential]

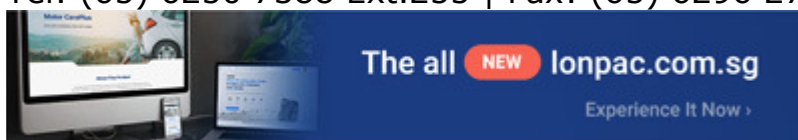
## Lonpac External - Confidential

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](mailto:mt_claim@lonpac.com)>

**Cc:** Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@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:** 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

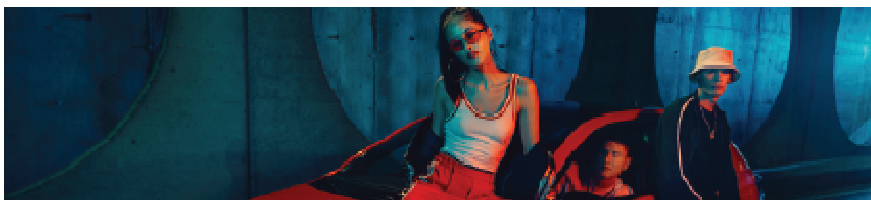
Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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

**VOLKSWAGEN**  
GROUP SINGAPORE



Das **Wolfs**Auto.



Internal