

Celine Fong (LKKAUTO)

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Friday, 19 February 2021 4:52 PM
To: Celine Fong (LKKAUTO)
Subject: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Hi Celine,

Doa: 26.8.2020 TP vehicle GBJ5210B

Customer reverted to OD & repair at external workshop.

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: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Sent: Friday, 19 February 2021 4:41 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Dear Charmaine,

Kindly advise the status of the vehicle.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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: Wednesday, 2 September 2020 11:39 AM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; assignments <assignments@lkkauto.com>

Cc: Wong MeiY (VGS – SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS – SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Chee Steven (VGS – SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS – SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL – REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Dear Kah Leong,

Has your insured reported?

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Main Line: +65 6305 7299
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charmaine.kong@vw.com.sg
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Das **Welt**Auto.



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Monday, 31 August 2020 4:38 PM
To: 'Tan Kah Leong' <KahLeong.Tan@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; 'SUR' <sur@lkkauto.com>
Subject: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Dear Kah Leong,

Jas your insured reported? Please revert on liability status.

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>

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GROUP SINGAPORE



Das **Woh!**Auto.



Internal

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Friday, 28 August 2020 12:06 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; 'SUR' <sur@lkkauto.com>

Subject: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Dear Kah Leong,

Rear scene video attached for your perusal. 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: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Thursday, 27 August 2020 11:38 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; 'assignments' <assignments@lkkauto.com>
Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; 'SUR' <sur@lkkauto.com>
Subject: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

WITHOUT PREJUDICE

Dear Charmaine,

We refer to your email below.

We will be assigning M/s LKK Auto Consultants to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please refer to the email below & proceed to survey the third party vehicle.

Thank you.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Thursday, August 27, 2020 11:27 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@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: RE: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Dear Kah Leong,

Please assign to STEVE CHEN.

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 **Welt**Auto.



Internal

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Thursday, 27 August 2020 10:48 AM
To: Kong Charmaine (VGS – SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: [EXT] RE: O/R : SNM20D203062/GBJ5210B/TANKL – REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Without Prejudice

Dear Charmaine,

We refer to your email below.

Please see attached and let us know if you agree with SJE.

Thank you.

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Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, August 27, 2020 10:37 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R : SNM20D203062/GBJ5210B/TANKL - REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMG7395Z & GBJ5210B ON 25.6.2020

Dear Kah Leong,

Please conduct PRS for SMG7395Z.

Note : officer in charge - Kah Leong 63896193.

Kindly quote our reference number when replying.

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Thank you

Lim Shu Min
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Thursday, August 27, 2020 8:25 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@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 SMG7395Z & GBJ5210B ON 25.6.2020

Dear Claims,

Please revert on liability & survey arrangements.

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 **Welt**Auto.



From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Wednesday, 26 August 2020 6:15 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

Internal

Internal