

Re: [EXT] RE: Request for direct settlement for accident involving SMH6683T & SLH429M on 2.9.2020 LKK REF : CC3/AIG20009487/es3

Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Wed 9/9/2020 11:49 AM

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

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>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted via email.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108

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

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.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, September 9, 2020 11:39 AM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@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>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: Request for direct settlement for accident involving SMH6683T & SLH429M on 2.9.2020
LKK REF : CC3/AIG20009487/es3

Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN	EDWD LINK
A - 534-3358C	→
B - SLJ-3415Y	→
C - SMH-6683T	→
D - SLH-429M	→
	↙
	↘

EDWD LINK

EDWD LINK

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was travelling along Kinas Link towards Jalan Kinas.
Saw Car C - stopping suddenly when
I just jammed my brakes when I saw Car C - SMH 6683T
suddenly stopped in front of me.

Please note that for liability, claim negotiation and settlement, please contact Asher via email.

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

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: 6841 1467 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: Kong Charmaine (VGS - SG/Singapore) [mailto:charmaine.kong@vw.com.sg]

Sent: Wednesday, 9 September 2020 11:11 AM

To: Su Li (LKK Auto); Ong Germaine (VGS - SG/Singapore); Asher Sng (LKKAUTO)
Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: Request for direct settlement for accident involving SMH6683T & SLH429M on 2.9.2020
LKK REF : CC3/AIG20009487/es3

Dear Asher/Su Li,

Have you received your insured's 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>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



Internal

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 7 September 2020 2:30 PM
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Asher Sng (LKKAUTO) <AsherSng@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>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: [EXT] RE: Request for direct settlement for accident involving SMH6683T & SLH429M on 2.9.2020 LKK REF : CC3/AIG20009487/es3

Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that we are currently **pending for our principal to release OI GIA report**.

Kindly note that for liability, claim negotiation and settlement, please contact Asher via email.

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.

**** 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: 6841 1467 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: Ong Germaine (VGS - SG/Singapore) [<mailto:Germaine.ong@vw.com.sg>]

Sent: Monday, 7 September 2020 2:01 PM

To: Kong Charmaine (VGS - SG/Singapore); assignments; Admin A; Admin-D (LKKAuto)

Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore)

Subject: RE: Request for direct settlement for accident involving SMH6683T & SLH429M on 2.9.2020

Dear LKK

Can check if the liability clear for these case?

Best Regards,

Germaine Ong

Body & Paint Supervisor

Volkswagen Group Singapore Pte Ltd

17 Tuas ave 9

Singapore 639197

Hp: +6592361588

germane.ong@vw.com.sg

<http://www.vw.com.sg>

VOLKSWAGEN
GROUP SINGAPORE



Das **Welt**Auto.



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

Sent: Monday, 7 September 2020 8:53 AM

To: 'assignments' <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <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>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

Subject: Request for direct settlement for accident involving SMH6683T & SLH429M on 2.9.2020

Dear LKK,

Please revert on liability & arrange survey at 17 Tuas Ave 9. Car is already in 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.



From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Monday, 7 September 2020 8:29 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: Scan Image

Internal