

**Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]**

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

Tue 15/9/2020 7:53 PM

To: ONG LI LI <llong@lonpac.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

 2 attachments (2 MB)

TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf;

**YOUR REF: 20/20/20/VP05/023584**  
**LKK REF: CC4/LPC20009625/Epa3**

Dear Li Li,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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:** ONG LI LI <llong@lonpac.com>

**Sent:** Friday, 11 September 2020 4:09 PM

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

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

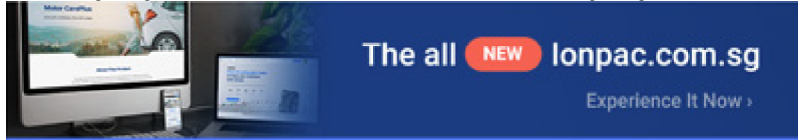
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

**Lonpac External - General**

Hi Mei Kwan

Please see attached for our Insured's GIA report.

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 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 - General data is for internal / external use.*

---

**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Friday, 11 September 2020 2:47 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

**YOUR REF: 20/20/20/VP05/023584**

**LKK REF: CC4/LPC20009625/pa3**

Dear Li Li,

We refer to the above matter.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 8 September, 2020 5:37 PM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING  
SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

***YOUR REF: 20/20/20/VP05/023584***

Dear Li Li,

We refer to the above matter.

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

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

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Tuesday, 8 September, 2020 5:27 PM

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>;  
assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING  
SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

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:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Tuesday, 8 September, 2020 5:21 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

## Lonpac External - General

Without Prejudice

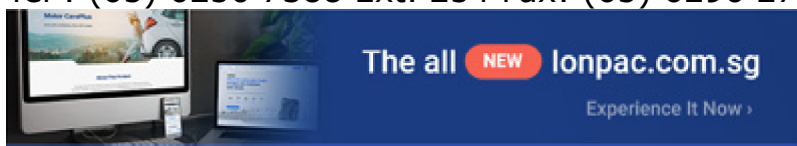
Dear Charmaine

We are appointing LKK Auto Consultants Pte Ltd to handle this claim. Please liaise with them for survey and assessment of liability.

Dear Summer

fya

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 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 - General data is for internal / external use.*

---

**From:** Kong Charmaine (VGS - SG/Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Tuesday, 8 September 2020 5:09 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)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

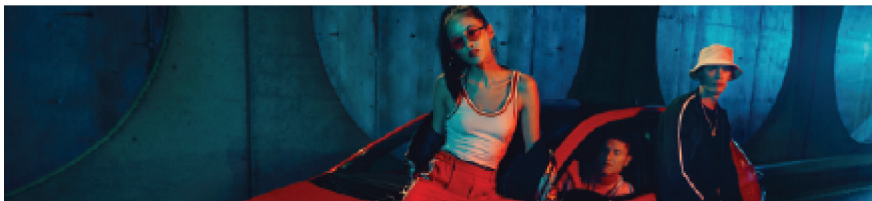
Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto: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](mailto:charmaine.kong@vw.com.sg)>  
**Sent:** Tuesday, 8 September 2020 5:04 PM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Subject:** Scan Image

Internal