

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 6 October 2020 8:30 AM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A
Subject: RE: <Seek Mandate> REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

Hi Lili,

We refer to the above matter.

Please be informed that we have settled the matter at \$4,248.03(all-in) with third party repairer. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 3,927.03
2. Loss of Rental (3days x \$100.00)(w/GST)	\$ 321.00
3. LTA/GIA Search Fee	DOA not tally
Total	\$ 4,248.03

We are currently pending for signed DV from third party and will proceed to close file once DV received. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 1 October 2020 12:27 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: <Seek Mandate> REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SGG239J & SJQ6863D ON 25.8.2020 Our Ref: 20/20/20/VP05/023584 [External General]

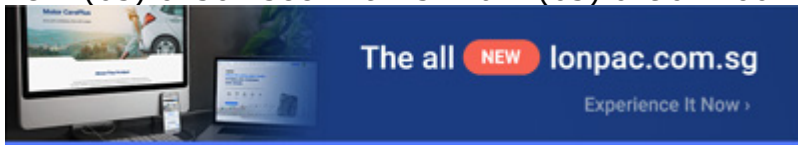
Lonpac External - General

Dear Hsiao Tong

Pls proceed.

Thanks,
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.

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 1 October 2020 8:11 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: <Seek Mandate> 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**

Our ref : CC4/LPC20009625/Epa3n2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SJQ6863D(LONPAC) AND SGG239J(TP) ON 25/08/2020

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer "Volkswagen Group Singapore Pte Ltd " at **\$4,289.03(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 8,926.10	\$ 3,927.03 (\$3,670.12 +7%GST)
2. Loss of Rental (3days x \$120.00)	\$ 360.00	\$ 360.00 (3days x \$120.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 9,288.10	<u>\$ 4,289.03</u>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

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

Sent: Tuesday, 15 September 2020 7:54 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/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 | 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,

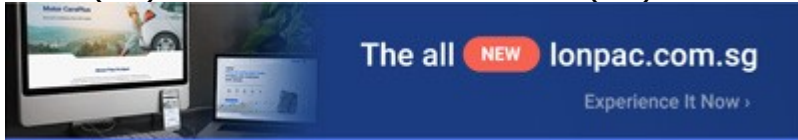
Ong Li Li

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



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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 | 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>
Sent: Tuesday, 8 September, 2020 5:37 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

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 | 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>
Sent: Tuesday, 8 September, 2020 5:27 PM
To: 'ONG LI LI' <llong@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Tuesday, 8 September, 2020 5:21 PM

To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; Summer Lee (LKK Auto) <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>

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,

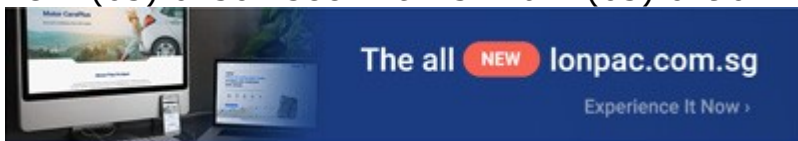
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

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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>

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

VOLKSWAGEN
GROUP SINGAPORE



Das **Welt**Auto.



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

Sent: Tuesday, 8 September 2020 5:04 PM

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

Subject: Scan Image

Internal