

# Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934  
Fax: 64743643 Tel: 63057299

Biz Reg. No. S3103069E  
GST No. M20098505-2

## LETTER OF DEMAND

Your Ref: \_\_\_\_\_  
Our Ref: SGG739J  
To: LONPAZ

Dear Sirs,

ACCIDENT INVOLVING SGG739J & JQ26863D ON 15/08/2020

We are claiming on behalf of our client LIU BING LIANG owner of  
vehicle number SGG739J involved in accident on 15/08/2020  
with vehicle JQ26863D along/at SENTIA LINK

Description of claims:

Cost of Repairs	\$ <u>3927.03</u> ( Incl 7% GST )
Loss of Use/Rental	\$ <u>120</u> X <u>3</u> Days = \$ <u>360</u>
Medical Fee	\$ <u>-</u> ( Incl 7% GST )
Search Fee	\$ <u>2</u> ( Incl 7% GST )
TOTAL	\$ <u>4289.03</u>

We are claiming in full and final settlement of \$ 4289.03 payable to  
Volkswagen Centre Singapore.

**Kindly send us a written acknowledgement within 14 days from receipt of this document.  
Please note that finalization/settlement offer of this claim should be within 8 weeks from the  
date of this document. Please email all settlement offers to [meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)**

Dated this \_\_\_\_\_ of 30/09/2020



## LETTER OF AUTHORITY

Biz Reg. No. 53103069E  
GST No. M20098505-2

ACCIDENT INVOLVING SGG239J and SJQ6863D on 25/08/2020  
along Senja Link  
Own vehicle's number Other vehicle's number Date of accident  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Liu Bing Liang  
of SXXXX165J  
Name of Policy Holder & IC / Passport number  
owner of Vehicle Registration

Number SGG239J hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**  
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be \*my / our Attorney and in \*my / our name(s) on \*my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or **alternatively** under Insurance Policy number \_\_\_\_\_ taken up by \*me/us and pay the **compulsory excess** in respect of the cost repairs suffered by \*me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Group Singapore Pte Ltd** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

\*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on \*my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

\*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 25 of the month

09 Year 2020

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:

[Signature]



## LONPAC INSURANCE BHD

CLAIM NO : 20/20/20/VP05/023584  
DATE : 06 Oct 2020

**Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident**

### DISCHARGE VOUCHER

I/We, Liu BingLiang confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of SJQ6863D the sum of Singapore Dollar Four Thousand Two Hundred Forty Eight and Cents Three Only (\$4,248.03) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s LONPAC INSURANCE BHD in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SGG239J and SJQ6863D on 25 Aug 2020 along Senja Link.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ SUHAYL BIN MUHAMMAD SALPAI AND/OR SHOKY BIN MUHAMMAD SALPAI) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to Volkswagen Group Singapore Pte Ltd.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

Signature of vehicle owner/Date

Liu BingLiang 14/10/2020

Name of vehicle owner /Date

# VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
Singapore 159934  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



## Tax invoice

Page 1/2

Document no. 12033016814  
Document date 24-09-2020  
Customer no. 5211043801  
Customer GST-ID  
Dealer 30001  
Job order number 2020022478/ 1  
Job order date 11-09-2020  
Service Advisor CHARMAINE KONG

Company  
Lompac Insurance BHD  
101 Thomson Road  
#18-01 United Square  
Singapore 307591

Customer Details:  
Mr  
LIU  
BINGLIANG  
319 CHOA CHU KANG AVE 3  
#14-19 MI CASA  
Singapore 689863

License plate	Model code	First registration	VIN	Model	Mileage
SGG239J	5T13NZ	20-07-2018	WVGZZZ1TZJW108563	Touran 1.4 CL GT110 TSID7F	41,145

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,231.02	#1	1,231.02	1,317.19
5TA807568A 9B9	Spoiler Satin Black	1	pcs.	319.10	#1	319.10	341.44
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	LONPAC DIRECT SETTLEMENT						
	DOA: 25.8.2020						
	TP VEH: SJQ6863D						
	SURVEYOR: LKK STEVE						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	3,190.12	7%	256.91	3,670.12	3,927.03
Total	480.00	3,190.12		256.91	3,670.12	3,927.03

Customer



Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

-----VISIT OUR WEBSITE: [altersales.vw.com.sg](http://altersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](http://volkswagen.com.sg) and [www.skoda.com.sg](http://www.skoda.com.sg) (for additional services, products and promotions).-----

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website [www.volkswagen.com.sg](http://www.volkswagen.com.sg)

# VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
Singapore 159934  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Volkswagen



SKODA



Commercial  
Vehicles

## Tax invoice

Page	2/2
Document no.	12033016814
Document date	24-09-2020
Customer no.	5211043801
Customer GST ID	
Dealer	30001
Job order number	2020022478/ 1
Job order date	11-09-2020
Service Advisor	CHARMAINE KONG

License plate	Model code	First registration	VIN	Model	Mileage
SGG239J	5T13NZ	20-07-2018	WVGZZZ1TZJW108563	Touran 1.4 CL GT110 TSID7F	41,145

This is an authorised document. No signature is required.

**LIU BINGLIANG**

319 CHOA CHU KANG AVE 3  
#14-19  
Singapore 689863  
Tel: 94599622

**Tax Invoice**

**Inv No. :** RKL20090164

**Date :** 23 Sep 2020

**Ref :** B15997

**Currency :** SGD

**Terms :** COD

**RA No. :** RKLR20090068

**Veh No. :** SMK1417M

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 22/09/2020 to 25/09/2020 VW GOLF 1.4 : SMK1417M RENTAL AGREEMENT : B15997 DRIVEN BY : LIU BING LIANG YOUR REF : VW/ALEX-SGG239J	3.00	DAY	112.15	336.45

**Remarks:**

YOUR REF : VW/ALEX-SGG239J

This is a computer generated document. No signature is required.  
Cheque should be crossed and made payable to Mova Automotive Pte Ltd.  
Bank Transfer - OCBC Bank Account Name: Mova Automotive Pte Ltd. /  
Account No.: 524-067097-001

Subtotal : S\$ 336.45  
GST 7.0% : S\$ 23.55  
**Total : S\$ 360.00**  
Paid : S\$ 360.00  
Outstanding : S\$ 0.00



**Automotive Pte Ltd**

 Main Office: No. 22 Jalan Kilang, Singapore 159419  
 Bukit Merah Branch:  
 Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122  
 Fan Young Branch: No. 15 Fan Young Road, Singapore 629792  
 Tel: (65) 6476 3333 Fax: (65) 6270 8314  
 24 Hours Breakdown Service: (65) 9799 8888  
 Bedok Branch: 219 Bedok Central #01-138, Singapore 460219  
 Tel: (65) 6604 7877

**RENTAL AGREEMENT**
**RA NO. : B 15997 -**

RECEIVED 28 SEP 2020

90164

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	GOLF	Vehicle No:	SMK1417M - Singapore	Malaysia	Signature
Date/Time Out:	22/09/20	10am	S\$ 2500.00	S\$ 3500.00	/
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Per Accident	Per Accident	
Date/Time In:	25-9-20	16.00	Charges		
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Months @ \$	Per Month	
Change Over 1:	Date:	Initial:	Weeks @ \$	Per Week	
Change Over 2:	Date:	Initial:	3 Days @ \$ 112.15	Per Day	\$336.45
KM Out:	36340	KM In:	36604	Hours @ \$	Per Hour
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	Liu Ding Liang		Rental Charges		
Address:	319 Choa Chu Kang Ave 3		CDW @ \$	per day / week / month	
	#14-19		PAI @ \$	per day / week / month	
	S6689863		Petrol Top-Up		
Identity Card No:	S86151650		Misc Charges		
Date of Birth:	13 May 1986		GST		\$23.55
Driving License:	S86151650		Total		\$360.00
Country of Issue:	SG		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	
Tel:	(HP) 94599622 (O)		Pre-Payment		
Nationality:	SG		Downpayment and Deposit		NA
Effective Date:	07 July 2011		Amount Refunded/ Due		
Additional Hirer			Signature of Refund		
Name:			Remarks:	Pearlyn	
Address:			VW-ALX - SGG 289J		
			Invoice No:	Ref. No:	
			Checked Out By:	Checked In By:	Checked By:
Identity Card No:					
Date of Birth:					
Driving License:			Sales-In Charge: M. Chell		
Country of Issue:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
Tel:	(HP) (O)				
Nationality:					
Effective Date:					

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date &amp; Time

**IMPORTANT**

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) are the responsibility of the Hirer.

## Hsiao Tong (LKKAuto)

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**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
<b>Total</b>	<b>\$ 4,248.03</b>

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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**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

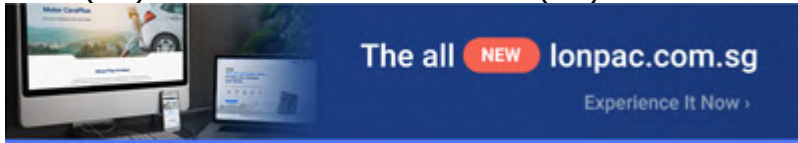
Dear Hsiao Tong

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.*

*Lonpac External - General data is for internal / external use.*

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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](mailto:long@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)>

**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
<b>Total</b>	<b>\$ 9,288.10</b>	<b><u>\$ 4,289.03</u></b>

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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 15 September 2020 7:54 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**

**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***

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

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

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.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]

## **Lonpac External - General**

Hi Mei Kwan

Please see attached for our Insured's GIA report.

Regards,

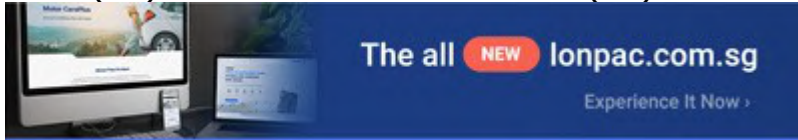
Ong Li Li

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.*

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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](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**

**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*

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**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*

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**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)

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**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,

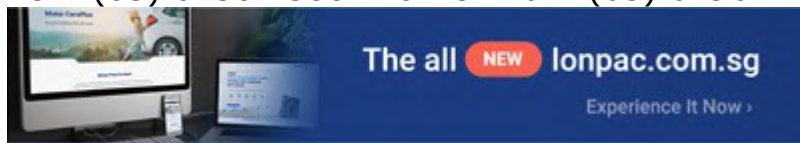
Ong Li Li

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.*

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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](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.



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**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