

Jaslin Kok (LKK Auto)

From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 12 January 2021 5:58 PM
To: Jaslin Kok (LKK Auto)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); Admin A
Subject: SIGNED DV FOR PAYMENT PROGRESS FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/R1ra3
Attachments: 2522_001.pdf

Dear Jaslin,

DV as attached for your kind action ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>

VOLKSWAGEN
GROUP SINGAPORE



Das **Wohi**Auto.



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Internal

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, 12 January 2021 4:40 PM
To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/R1ra3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement as per your LOD.

1. Cost of Repair (w/GST)	\$ 9,588.85
2. Loss of Rental (8days x \$120.00) [BKW RENT-A-CAR PTE LTD]	\$ 770.40
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 10,361.25

Please duly sign the DV enclosed and return it in colour to us(LKK) for our necessary action.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Tuesday, 5 January 2021 10:33 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/R1ra3

Dear Jaslin,

Please help to expedite ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, 5 January 2021 9:38 AM
To: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/R1ra3

WITHOUT PREJUDICE

Dear Mei

We are still pending approval from our principal, shall revert to you once our principal approved.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Monday, 4 January 2021 6:27 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/R1ra3

Dear Jaslin,

Any update?

Thanks and Best Regards,

Meiy
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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<https://www.volkswagen.com.sg/>

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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Monday, 21 December 2020 8:37 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/R1ra3

Good Morning Jaslin,

Noted and please help to expedite ,Thank you.

Thanks and Best Regards,

Meiy
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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<https://www.volkswagen.com.sg/>

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Internal

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, 21 December 2020 8:34 AM
To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
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WITHOUT PREJUDICE

Dear Meiy

We are still pending approval from our principal, shall revert to you once our principal approved.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Saturday, 19 December 2020 12:22 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/R1ra3

Good Morning Mei Kwan ,

Any update?

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

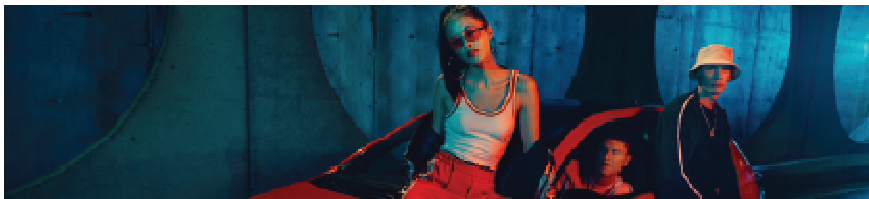
Volkswagen Group Singapore Pte Ltd
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<https://www.volkswagen.com.sg/>

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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Friday, 11 December 2020 10:13 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/R1ra3

Good Morning Mei Kwan ,

Any update?

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>

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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Monday, 7 December 2020 11:36 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/R1ra3

Dear Mei Kwan ,

Please , Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 7 December 2020 11:24 AM
To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/R1ra3

Dear MeiY,

Thank you for your email.

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

Hi Jaslin,

Please expedite.

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: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Friday, 4 December, 2020 2:47 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/da3

Dear Mei Kwan,

Could I have an offer or DV for this claims.
Appreciated your kind action on this matter, Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>

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GROUP SINGAPORE



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Friday, 27 November 2020 4:29 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/da3

Dear Jia Le,

Could I have an offer or DV for this claims.
Appreciated your kind action on this matter, Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

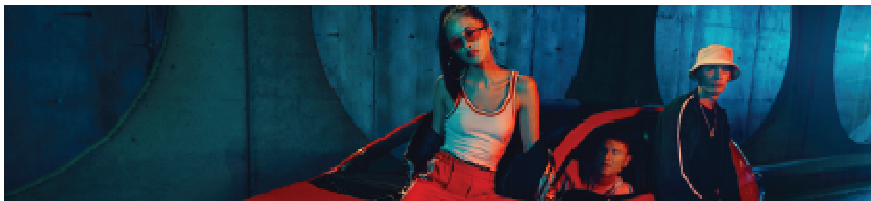
Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
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<https://www.volkswagen.com.sg/>

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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Wednesday, 18 November 2020 6:55 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/da3

Dear Jia Le,

Could I have an offer or DV for this claims.
Appreciated your kind action on this matter, Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd

247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643

meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>

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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Wednesday, 11 November 2020 5:58 PM
To: 'Jia Le (LKK Auto)' <JiaLe@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/da3

Dear Jia Le,

Any update ?

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

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247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Wong MeiY (VGS - SG/Singapore)

Sent: Thursday, 5 November 2020 9:09 AM

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/da3

Good Morning Jia Le,

Please help to expedite ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

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247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Thursday, 5 November 2020 8:50 AM
To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: [EXT] RE: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/da3

WITHOUT PREJUDICE

Dear MeiY,

We are preparing report for mandate approval.

Thank you.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Wong MeiY (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]
Sent: Wednesday, 4 November 2020 8:07 PM
To: Jia Le (LKK Auto)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Subject: OFFER + DV REQUEST FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK
REF:CC3/AIG20010643/da3

Dear Jia Le,

Could I have an offer or DV for this claims.
Appreciated your kind action on this matter, Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

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247 Alexandra Road
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<https://www.volkswagen.com.sg/>

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Internal

From: Wong MeiY (VGS - SG/Singapore)
Sent: Thursday, 29 October 2020 10:10 AM
To: JiaLe@lkkauto.com
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: LOD FOR ACCDT INVOLVING SDK8531B & SLP7862G ON 28.9.2020 *** LKK REF:CC3/AIG20010643/da3

Dear Jia Le,

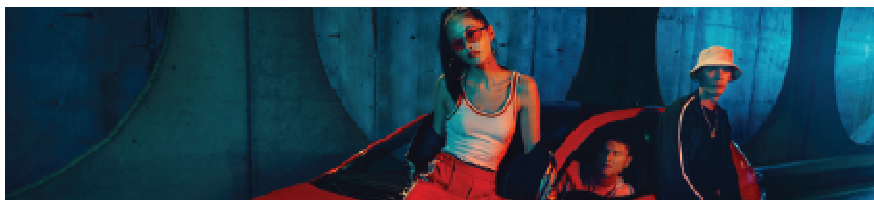
LOD as attached for your kind action ,Thank you.

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Insurance Service Advisor
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