

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Monday, 21 December, 2020 3:40 PM  
**To:** ERICWOO@MSFIRSTCAPITAL.COM.SG  
**Cc:** Asher Sng (LKKAUTO); Admin A  
**Subject:** RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3  
**Attachments:** TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf; LKK SURVEY PHOTO.pdf  
**Categories:** HMK

Dear Eric,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

*To check availability of the case handler, you may contact the undersigned.*

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

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)

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

**Sent:** Thursday, 17 December, 2020 4:44 PM

**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

**Cc:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Dear Eric,

Thank you for your email.

**Hi Asher,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

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

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:** Eric Woo [<mailto:EricWoo@msfirstcapital.com.sg>]

**Sent:** Thursday, 17 December 2020 3:27 PM

**To:** Admin A

**Cc:** Jasper Chua (LKK Auto); Mei Kwan (LKKAuto)

**Subject:** FW: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A

**Importance:** High

Dear Sirs,

Please acknowledge our survey assignment.

Also, please call workshop to inform them of the liability.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email: [EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
A Member of **MS&AD Insurance Group**

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

**Sent:** Wednesday, December 16, 2020 2:15 PM

**To:** CWS Motor Claims

**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Wong Mei (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore)

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A

[External Email Warning: Do not click on any attachment or links/URL in this email unless sender is reliable]

Dear Claims,

Understand that your insured had already reported. Please revert on liability.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

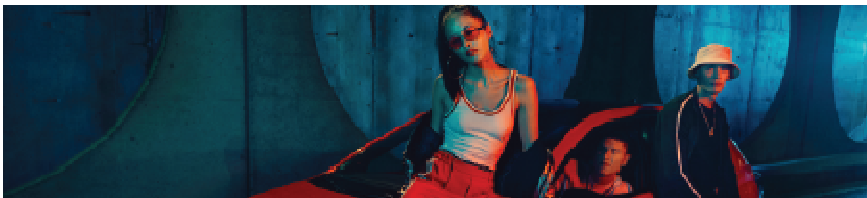
Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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.



Internal

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

**Sent:** Tuesday, 15 December 2020 3:36 PM

**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Mei (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352K & SHC7578T on 14/12/2020 along DEPOT road Near 108A

Dear

Pls see attached GIA report and estimate

Please arrange survey at 17 Tuas ave 9

Vehicle at workshop

Best Regards,

Germaine Ong  
Body & Paint Supervisor  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9  
Singapore 639197

Hp: +6592361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>

**VOLKSWAGEN**  
GROUP SINGAPORE



Das **Welt**Auto.



Internal

Internal

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