

Re: [EXT] Re: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Thu 19/8/2021 9:11 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

📎 1 attachments (193 KB)

DV_SMS 5149T.pdf;

Without Prejudice

Dear Meiy,

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 35,911.53
2. Loss of Use (35days x \$100.00)	\$ 3,500.00
Total	\$ 39,411.53

Please duly sign the DV enclosed and return to us for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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: Wednesday, 18 August 2021 8:31 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: RE: [EXT] Re: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Good Morning Hsiao Tong,

Thanks your offer ,but please re-consider LOU @ 35 days , as 23 working days of repair work recommended by surveyor ,and we crossed over weekend + CNY public holiday ,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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 17 August 2021 4:51 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Without Prejudice

Dear Meiy,

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 35,911.53
2. Loss of Use (31days x \$100.00)	\$ 3,100.00

Total	\$ 39,011.53
--------------	---------------------

Please confirm acceptance.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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: Wednesday, 11 August 2021 9:13 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

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Good Morning Hsiao Tong,

Please help to chase AIG, cause they really take so long time for the mandate approval ,hope you can understand my difficulties as finance keep chasing me also , 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 11 August 2021 9:03 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Without Prejudice

Hi MeiY,

We are still pending for mandate approval from AIG.

We will follow up and get back to you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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, 10 August 2021 5:08 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS -

SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Dear Hsiao Tong,

Any update ,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: Friday, 30 July 2021 1:43 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Dear Hsiao Tong,

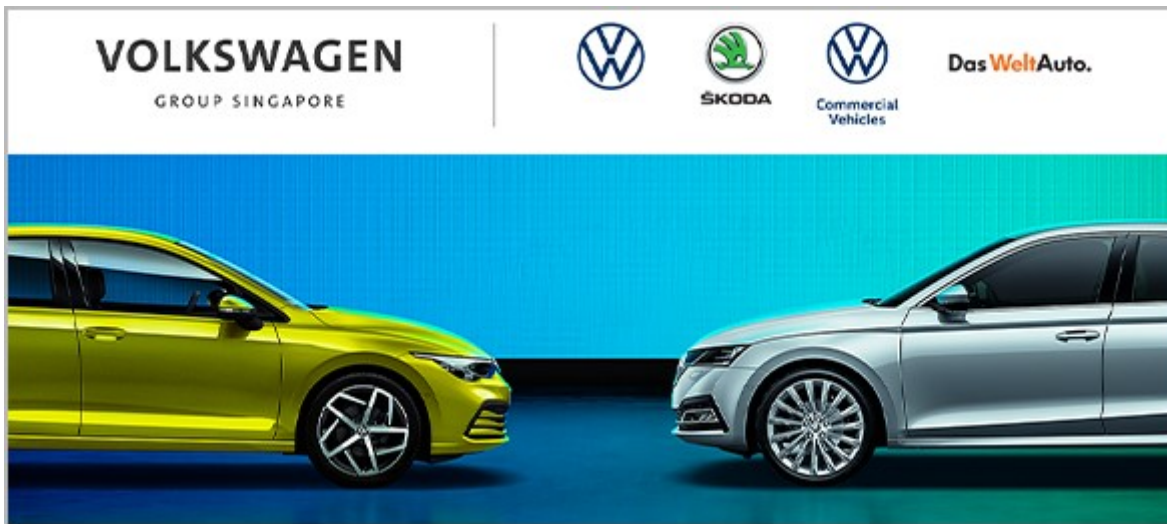
Please help to chase them ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



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Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 30 July 2021 1:20 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Without Prejudice

Hi Meiy,

We are pending mandate approval from AIG.
We have sent reminder to AIG and will get back to you asap.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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: Friday, 30 July 2021 10:50 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

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Good Morning Hsiao Tong,

Any update ,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, 21 July 2021 8:12 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Good Morning Hsiao Tong,

Please help to expedite ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
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meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 20 July 2021 6:12 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Without Prejudice

Hi MeiY,

We are pending mandate approval from AIG.
 We have sent reminder to AIG and will get back to you asap.

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Best Regards,

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Phone: 6742 3197 | email: chewht@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: Monday, 19 July 2021 4:54 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

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Dear Hsiao Tong,

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: Tuesday, 6 July 2021 2:52 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: RE: [EXT] Re: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Dear Hsiao Tong,

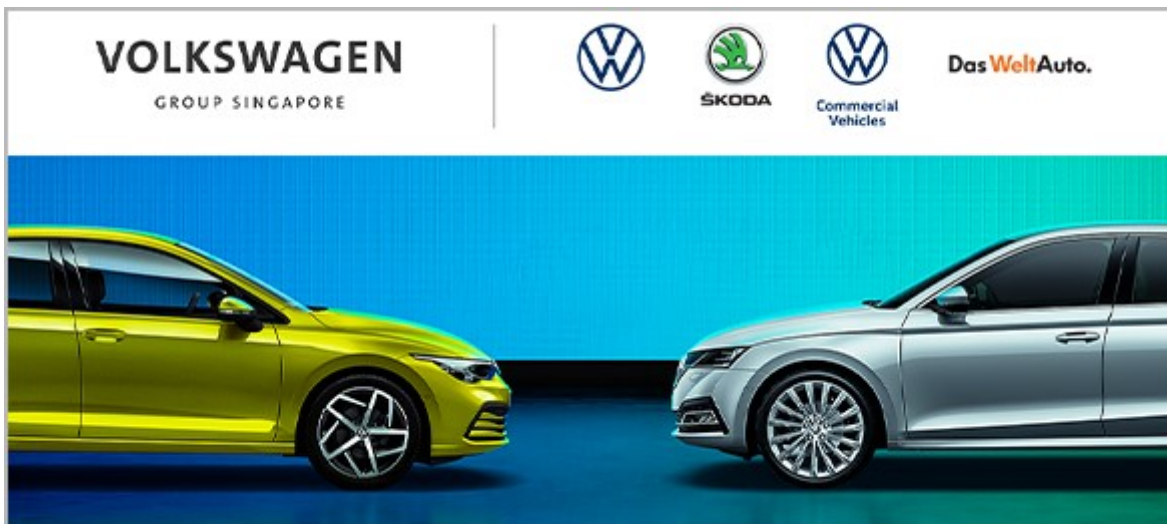
Please help to chase AIG ,Thank you so much.

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



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Internal

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, 6 July 2021 12:22 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Without Prejudice

Hi Meiy,

We have replied to AIG on their enquiry on this matter and currently pending for AIG mandate.

We will follow up and get back to you.

Thank you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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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, 6 July 2021 11:13 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

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Dear Hsiao Tong,

Any update?

Thanks and Best Regards,

Meiy

Insurance Service Advisor

Aftersales

Volkswagen Group Singapore Pte Ltd

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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, 23 June 2021 3:09 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Dear Hsiao Tong,

Noted and please help, cause my finance chasing me like crazy ,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 Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>

VOLKSWAGEN
GROUP SINGAPORE

Das WeltAuto.



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Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 23 June 2021 2:51 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Without Prejudice

Hi Meiy,

AIG has some enquiry on the repair cost, our surveyor is reviewing.

We will expedite and get back to you asap.

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From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 22 June 2021 11:57 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
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Dear Hsiao Tong,

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

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

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VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Tuesday, 8 June 2021 4:09 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: RE: [EXT] Re: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Dear Hsiao Tong,

For your info, 35 days claims start from 19-01-2021 to 23-02-2021 (we crossed over weekend + 2 public holiday ,CNY) ,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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 8 June 2021 3:55 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>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: [EXT] Re: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021
PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Without Prejudice

Hi MeiY,

We noticed that your client is claiming 35days for LOU.

We would like to request for the breakdown of number of days as our surveyor recommended 23 repair days only.

Thank you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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, 5 June 2021 1:27 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Dear Hsiao Tong,

Could I have an offer or DV for this claims.

Appreciated your kind action on this matter, Thanks

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

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: Friday, 21 May 2021 3:44 PM

To: chewht@lkkauto.com

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore)

<charmaine.kong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: LOD ACCIDENT INVOLVING SMS5149T & SGL6155B DOA : 13/01/2021 PIE TWDS TOA PAYOH *** LKK REF: CC3/AIG21000699/R1pa3

Dear Hsiao Tong,

LOD 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/>

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