

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 5 March 2021 5:12 PM
To: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore)
Cc: Wong Meiy (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

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."

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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Sent: Friday, 5 March 2021 5:10 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-

a@lkkauto.com>

Subject: RE: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Dear Hsiao Tong ,

FYI

Pearlyn Cheong
Insurance Advisor Supervisor
Aftersales

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Main Line: +65 6305 7299
Main Fax: +65 6474 364
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>

VOLKSWAGEN
GROUP SINGAPORE



Das **Welt**Auto.



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

Sent: Friday, 5 March 2021 5:08 PM

To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Without Prejudice

Hi Pearlyn,

As spoken earlier, no driver was inside your client vehicle.

Kindly let us have a copy of your client amended GIA report in order for us to revert liability to you.

Thanks.

"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."

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

Sent: Friday, 5 March 2021 3:53 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Yes, please refer to attachment

Pearlyn Cheong
Insurance Advisor Supervisor
Aftersales

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Das WeltAuto.



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

Sent: Friday, 5 March 2021 12:15 PM

To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>; Kong

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

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Without Prejudice

Hi Pearlyn,

We refer to your client's accident report.

Please advise if any driver inside your client's vehicle.

"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."

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

Sent: Friday, 5 March 2021 11:59 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Dear Hsiao Tong,

Kindly advise on the liability ,thanks.

Pearlyn Cheong
Insurance Advisor Supervisor
Aftersales

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Das WeltAuto.



From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 3 March 2021 6:10 PM

To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

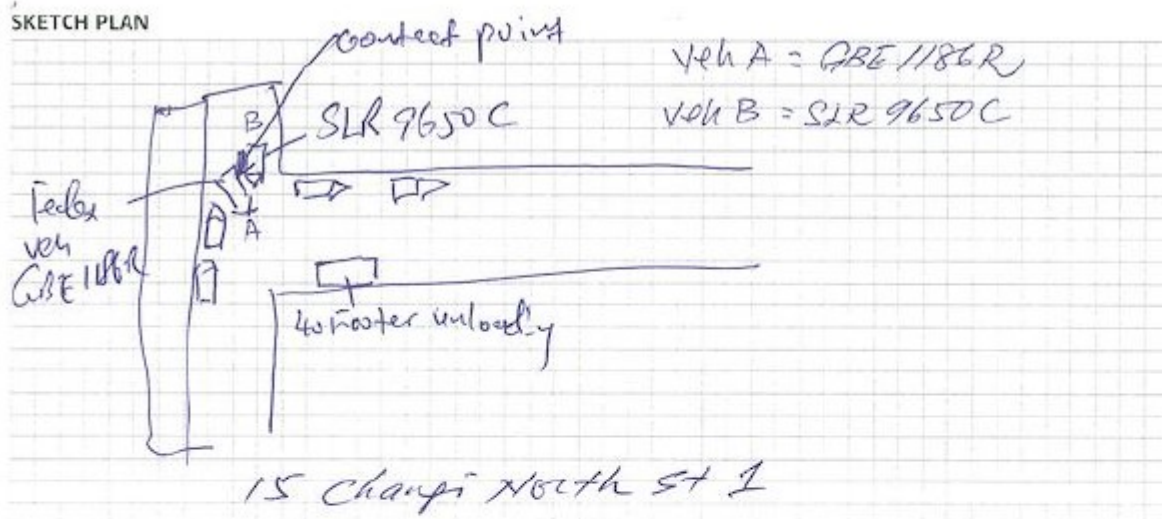
Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

<p>On 25/02/2021 at 16:45hrs I was doing pup at 15 Changi North St 1, the road was narrow and there was 40ft container unloading. As I was turning left and looking out for the container, the left rear of my van came into contact with front right bumper of car SLR 9650 C</p>

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong via email.

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

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

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Sent: Wednesday, March 3, 2021 5:17 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@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: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021 LKK REF : CC3/AIG21002719/ps3

Dear Su Li,

Any updates on the liability ?

Pearlyn Cheong
Insurance Advisor Supervisor
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Das WeltAuto.



Internal

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 1 March 2021 2:51 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@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: [EXT] Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021
LKK REF : CC3/AIG21002719/ps3

Without Prejudice

Dear Sir / Madam,

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong via email.

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

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

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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

Sent: Monday, March 1, 2021 11:29 AM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <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: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLR9650C & GBE1186R ON 25.2.2021

Dear LKK,

Please revert on liability.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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VOLKSWAGEN
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Das WeltAuto.



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

Sent: Monday, 1 March 2021 11:15 AM

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

Subject: Scan Image

Internal