

Veron Chen (LKKAUTO)

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Wednesday, 28 July 2021 9:07 AM
To: Veron Chen (LKKAUTO)
Subject: RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021

M11D13312107

[Notice](#)

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Josephine Wong

Executive
Claims



United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • josephinewong@uoi.com.sg

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, July 28, 2021 8:58 AM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: LEE KATIE <katielee@uoi.com.sg>
Subject: RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Josephine,

Please provides claim number.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 6 July 2021 2:55 PM

To: 'WONG JOSEPHINE' <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'LEE KATIE' <katielee@uoi.com.sg>

Subject: RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 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 JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Tuesday, 6 July, 2021 2:19 PM

To: 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: charmaine.kong@vw.com.sg; LEE KATIE <katielee@uoi.com.sg>

Subject: FW: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021

Without Prejudice

Dear LKK

Kindly assist to survey third party's vehicle .

Details of survey as email below . Thanks

[Notice](#)

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Josephine Wong

Executive
Claims



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3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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

Sent: Tuesday, July 6, 2021 12:13 PM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; LEE KATIE <katielee@uoi.com.sg>

Subject: RE: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Josephine,

Please assign to LKK.

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



Internal

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Tuesday, 6 July 2021 12:04 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; LEE KATIE <katielee@uoi.com.sg>
Subject: [EXT] FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021
Importance: High

Without Prejudice

Dear Charmaine

We propose Form Team , if you do not agree, kindly choose from our lists of surveyors.

Liability is unclear as our insured has not report the accident .

Notice

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Josephine Wong

Executive
Claims



United Overseas Insurance Limited

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

Sent: Monday, 5 July 2021 6:05 PM

To: LEE KATIE <katielee@uoi.com.sg>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SBP170J & SDY9282P ON 3.7.2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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
<http://www.vw.com.sg>



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

Sent: Monday, 5 July 2021 6:01 PM

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

Subject: Scan Image

Internal