

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Monday, 30 August 2021 11:20 AM
To: Cheong Pearlyn (VGS - SG/Singapore); Su Li (LKK Auto); Tang Shu Shi (VGS - SG/Singapore)
Cc: Admin A; Kong Charmaine (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore)
Subject: RE: [EXT] Survey Vehicle SKF2113H LKK REF : CC4/LPC21008941/es3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/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.

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 base on the number of days of repair as recommended by our surveyor.

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

- Please do not send the LOD to our principal for direct settlement.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Sent: Monday, 30 August 2021 10:15 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: RE: [EXT] Survey Vehicle SKF2113H LKK REF : CC4/LPC21008941/es3

Dear Asher,

Kindly advise liability for this case , thanks.

Pearlyn Cheong
Insurance Advisor Supervisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288

Main Line: +65 6305 7299

Main Fax: +65 6474 364

pearlyn.cheong@vw.com.sg

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



Internal

From: Cheong Pearlyn (VGS - SG/Singapore)

Sent: Friday, 27 August 2021 3:54 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Subject: RE: [EXT] Survey Vehicle SKF2113H LKK REF : CC4/LPC21008941/es3

Dear Asher,

Kindly advise the liability for this case, thanks.

Pearlyn Cheong
Insurance Advisor Supervisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288
Main Line: +65 6305 7299
Main Fax: +65 6474 364
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 26 August 2021 3:00 PM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>;
Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore)
<meiy.wong@vw.com.sg>
Subject: Fw: [EXT] Survey Vehicle SKF2113H LKK REF : CC4/LPC21008941/es3

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

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

Hi Asher,

FYNA, CC4/LPC21008941/es3

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

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Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Thursday, 26 August, 2021 2:33 PM

To: Summer (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Subject: RE: [EXT] Survey Vehicle SKF2113H

Hi,

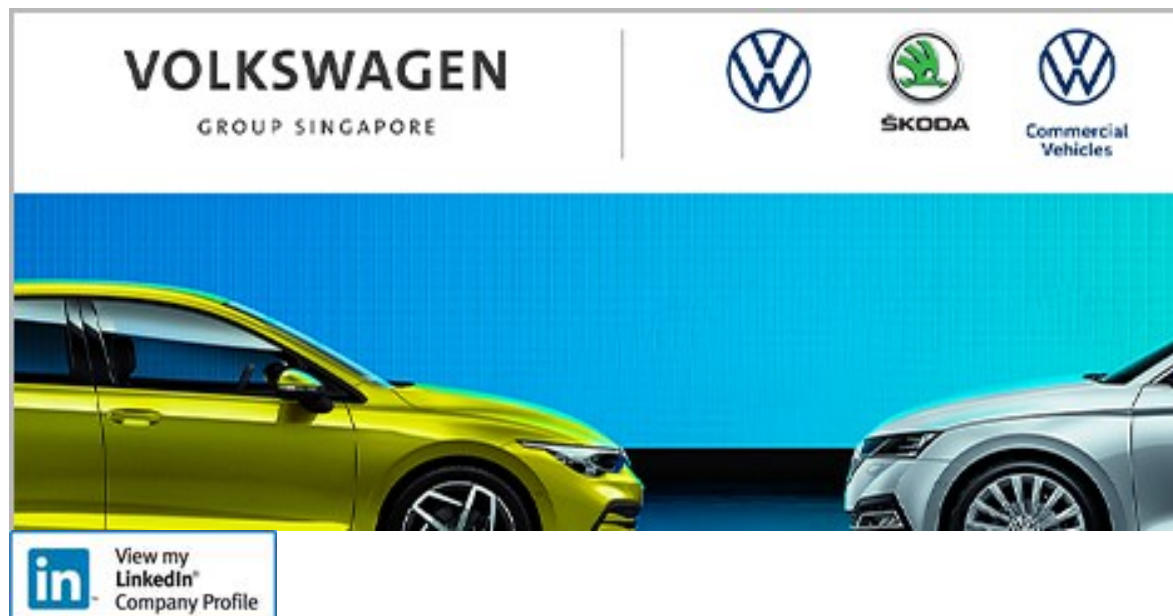
Vehicle had been survey, please advice if we can proceed with direct settlement, thank you.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217
Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, 25 August 2021 10:16 am
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: 'assignments' <assignments@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: RE: [EXT] Survey Vehicle SKF2113H

Dear Shu Shi,

Appointment confirm.

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: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Wednesday, 25 August, 2021 10:07 AM
To: Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: RE: [EXT] Survey Vehicle SKF2113H

Hi,

Please arrange survey tomorrow 26/08/2021 @ 2.30pm, @ 247 Alexandra, owner waiting.

Please revert to confirm.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

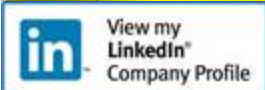
Direct line: +65 6305 7217

Mobile: +65 9386 7833

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, 25 August 2021 10:01 am
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: 'assignments' <assignments@lkkauto.com>
Subject: [EXT] Survey Vehicle SKF2113H

Dear Shu Shi,

Is the vehicle SKF 2113H in the workshop?

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)

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