

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 25 January 2022 12:01 PM
To: Wong MeiY (VGS - SG/Singapore); Admin A
Cc: Cheong Pearlyn (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Anthonidas Christopher Dass (VGS - SG/Singapore)
Subject: RE: OFFER ACCEPTANCE FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3
Attachments: DV_SMZ 6526U.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the documents enclosed and return to us (LKK) 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.

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.”

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : 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, 24 January 2022 7:53 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Subject: OFFER ACCEPTANCE FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Dear Hsiao Tong,

Offer accepted. Please forward us DV, if any, and kindly process payment ,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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 24 January 2022 1:11 PM
To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Without Prejudice

Hi Meiy,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 11,681.14
2. Loss of Rental (7days x \$100.00)(w/GST)	\$ 749.00
3. LTA/GIA Search Fee	\$ 2.00
4. Coating Fee	\$ 200.00

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.

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.”

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : 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, 21 January 2022 5:19 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

<shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGgol ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Dear Hsiao Tong,

Any update ?

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

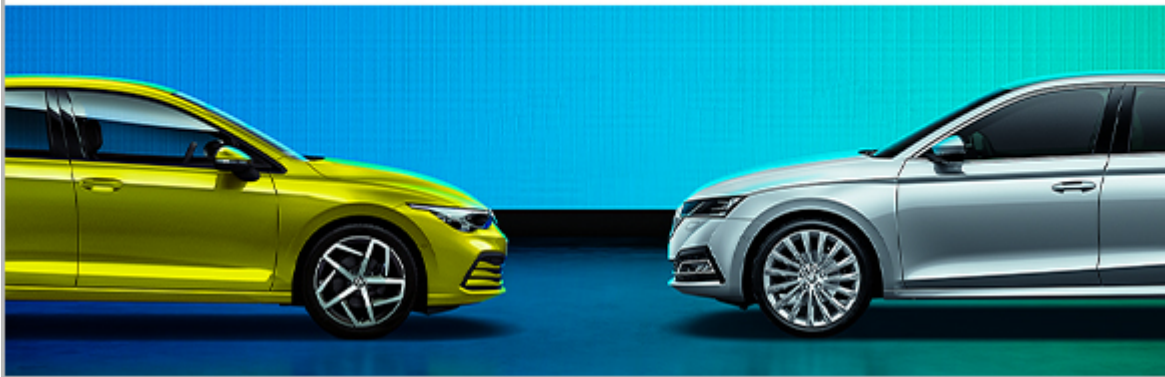
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

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



It's not e-mail, if you print it. [Think Blue.](#)

Internal

From: Wong Meiy (VGS - SG/Singapore)

Sent: Monday, 3 January 2022 4:36 PM

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

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Dear Hsiao Tong,

Noted and please help to expedite ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

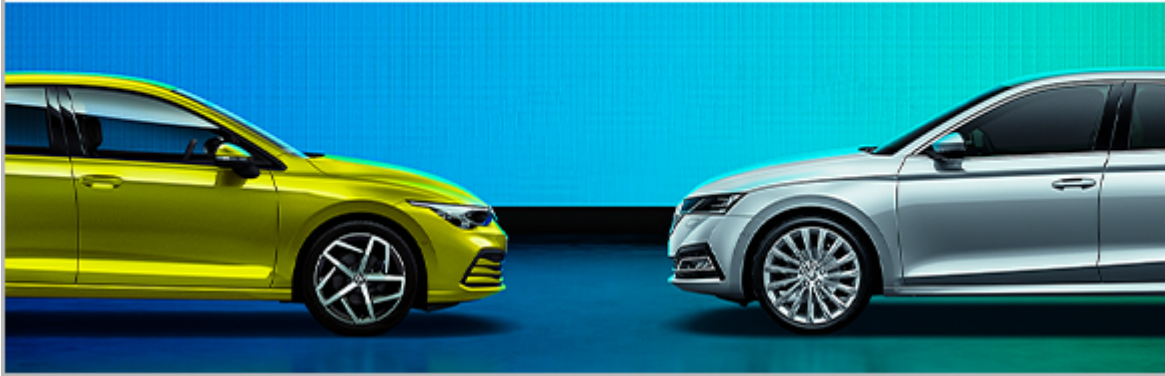
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

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



It's not e-mail, if you print it. [Think Blue.](#)

Internal

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

Sent: Monday, 3 January 2022 4:02 PM

To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Without Prejudice

Dear Meiy,

Thank you for your email.

We are pending 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.

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: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Thursday, 30 December 2021 6:11 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Wednesday, 15 December 2021 9:07 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Good Morning Hsiao Tong,,

Noted, and please help to chase AIG ,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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

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

Sent: Wednesday, 15 December 2021 8:56 AM

To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Without Prejudice

Dear Meiy,

Thank you for your email.

We are pending 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.

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: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Tuesday, 14 December 2021 6:29 PM

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

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Tuesday, 7 December 2021 10:44 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Dear Hsiao Tong,

For your kind reference and 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/>



It's not e-mail, if you print it. [Think Blue.](#)

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

Sent: Tuesday, 7 December 2021 10:15 AM

To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Without Prejudice

Hi Meiy,

We notice that your client is claiming for coating.

Kindly provide coating invoice/receipt before accident happened.

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: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Friday, 3 December 2021 9:04 AM

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

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Good Morning Hsiao Tong,

Noted and pleas help to expedite ,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/>



It's not e-mail, if you print it. [Think Blue.](#)

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

Sent: Friday, 3 December 2021 8:48 AM

To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: [EXT] RE: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Without Prejudice

Hi Meiy,

We are seeking mandate from AIG.

We will expedite the matter 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.

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: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Thursday, 2 December 2021 10:23 AM

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

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

Subject: OFFER + DV REQUEST FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

Good Morning 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

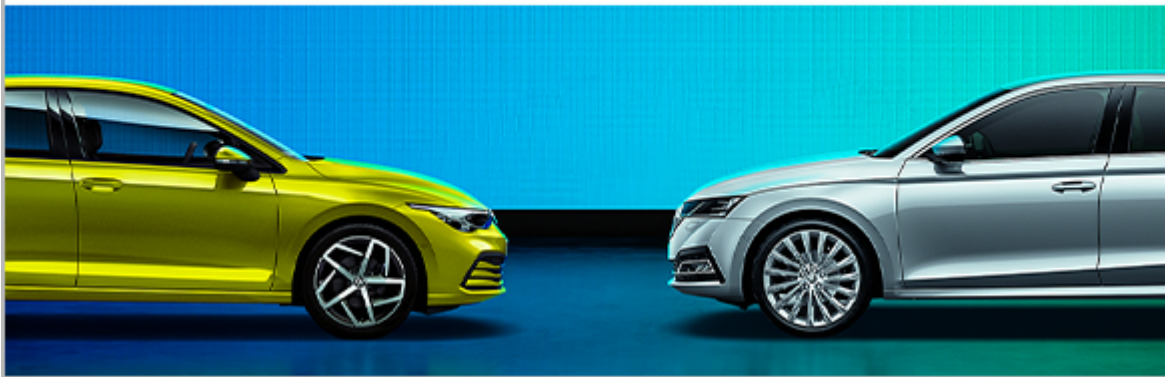
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

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



It's not e-mail, if you print it. [Think Blue.](#)

From: Wong Meiy (VGS - SG/Singapore)

Sent: Friday, 19 November 2021 8:19 PM

To: chewht@lkkauto.com

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

Subject: LOD FOR ACCIDENT INVOLVING SMZ6526U & SMA9089B ALONG SLIP RD TWDS PUNGOL ROAD ON 18.10.2021 LKK REF : CC3/AIG21010737/ps3

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/>

VOLKSWAGEN
GROUP SINGAPORE



Commercial
Vehicles

Das **Welt**Auto.



It's not e-mail, if you print it. [Think Blue.](#)

Internal