

Veron Chen (LKKAUTO)

From: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Sent: Saturday, 9 April 2022 11:27 PM
To: Veron Chen (LKKAUTO); Anthonidas Christopher Dass (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); SUR; assignments
Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Dear Veron,

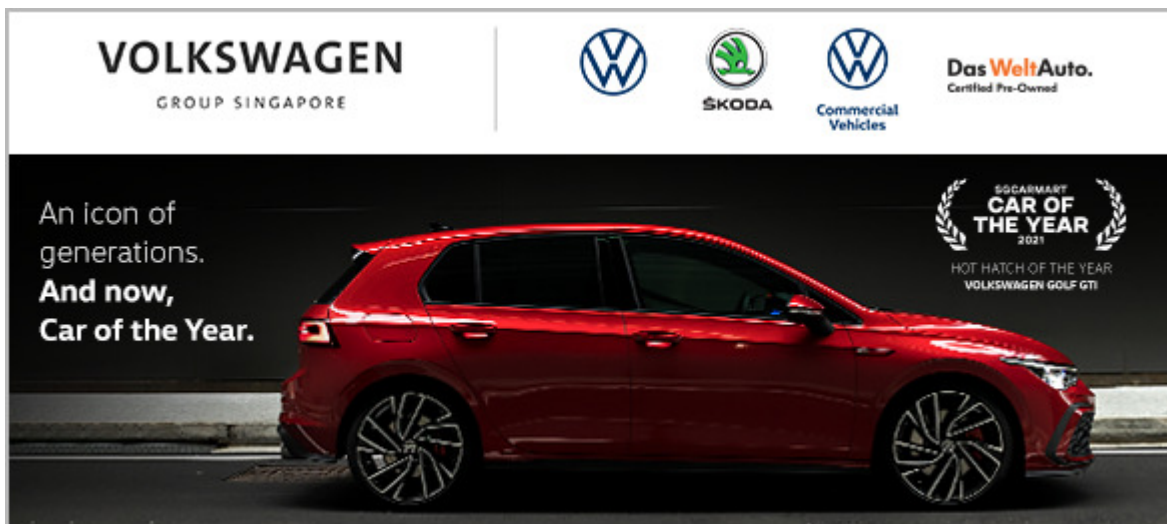
This case customer have revert to claim Own Insurance , thanks.

Best Regards,

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>



From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Saturday, 9 April 2022 10:17 PM
To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Dear Pearlyn,

Kindly advise vehicle status.

If vehicle has been repaired, please let us have the repair cost.

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: Tan Kian Wei Billy [<mailto:billy.tan@sg.cntaiping.com>]

Sent: Wednesday, 16 February 2022 9:54 AM

To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Strictly Confidential]

Without Prejudice

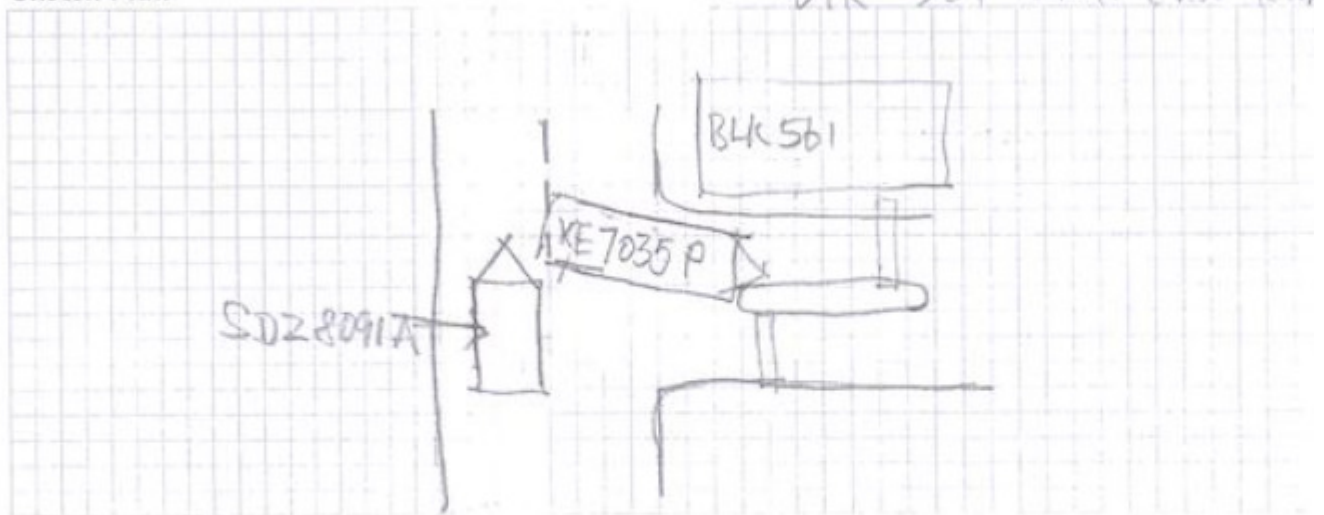
Hi Pearlyn,

Attached is the sketch plan and OI statement for your reviewer.

Describe Circumstances of the Accident

On 26/1/22, driver Boog Ah Loi was deployed to drive comp recycling truck XE7035P to render collection at Chua Chu Kang. At around 1940 hours, Mr Boog was turning into the carpark beside block 561 Chua Chu Kang North 6 when a car bearing registration number SDZ8091A coming from the opposite direction towards the rear of the recycling truck and hit the rear side of the truck resulting in a scratch at the right side of the car. Driver Mr Boog exchanged particulars with the car owner and resumed his route for the day. Both parties decided to file an insurance report.

Sketch Plan



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Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Wednesday, 16 February 2022 9:45 AM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Confidential]

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Dear Billy,

Our customer do not have video, can you please provide a copy of your customer sketch plan and report ? thanks.

Best Regards,

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>



From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: Wednesday, 16 February 2022 9:41 am
To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Confidential]

Without Prejudice
Save as to cost
Hi Sir/Madam,

Having perused both parties reports and the damages, we are of the view that liability is unclear.

However, if you have any video footage or other independent evidence to prove otherwise, you may let us have the same for our further review.

NOTICE :

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Thanks and Best Regards

Billy Tan
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Wednesday, 16 February 2022 8:41 AM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Confidential]

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

Dear Billy,

Can we proceed with direct settlement ?

Best Regards,

Pearlyn Cheong
Insurance Advisor Supervisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

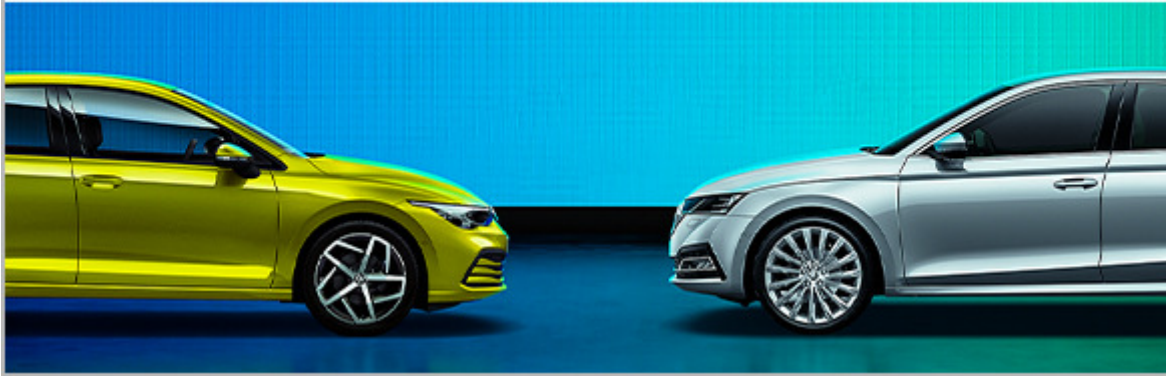
Direct line: +65 6305 7288

Main Line: +65 6305 7299

Main Fax: +65 6474 364

pearlyn.cheong@vw.com.sg

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



From: Cheong Pearlyn (VGS - SG/Singapore)

Sent: Monday, 14 February 2022 12:06 pm

To: 'Tan Kian Wei Billy' <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; 'ASSIGNMENTS@LKKAUTO.COM' <assignments@lkkauto.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Dear Claims,

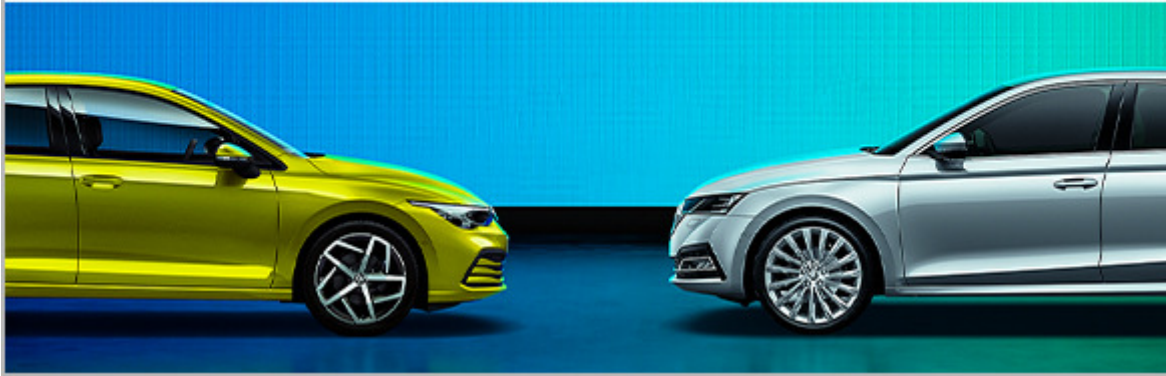
Kindly advise if we can proceed with direct settlement , thanks.

Best Regards,

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>



From: Cheong Pearlyn (VGS - SG/Singapore)

Sent: Monday, 14 February 2022 12:04 pm

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Dear Billy,

Kindly advise if we can proceed with direct settlement ? thanks.

Best Regards,

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>



From: Cheong Pearlyn (VGS - SG/Singapore)

Sent: Friday, 11 February 2022 11:29 am

To: 'Tan Kian Wei Billy' <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; 'ASSIGNMENTS@LKKAUTO.COM' <assignments@lkkauto.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Dear Billy,

Can we proceed with direct settlement ?

Best Regards,

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>



From: Cheong Pearlyn (VGS - SG/Singapore)

Sent: Tuesday, 8 February 2022 4:42 PM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Dear Billy,

Can we proceed with direct settlement ?

Best Regards,

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>



From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: Thursday, 3 February 2022 12:16 PM
To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; 'SUR' <sur@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Confidential]

Without Prejudice

Save as to cost

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please arrange and survey the vehicle.

Thank you.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

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Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Thursday, 3 February 2022 11:38 AM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Confidential]

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Dear Billy,

Kindly arrange LKK to survey the vehicle , thanks .

Best Regards,

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>



From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: Thursday, 3 February 2022 11:10 AM
To: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: [EXT] RE: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

[Confidential]

Without Prejudice

Save as to cost

Dear Sirs / Madam,

ACCIDENT INVOLVING XE7035T & SDZ8091A on 26/01/2022

We refer to your email of 29/01/2022.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
2. We propose the following list of surveyors to be nominated as the Single Joint Expert to conduct survey of the claimant's vehicle:-

1. Gary Soon (FTA)	6. Marcus Chua (LKK)
2. Chow Bo Xiong (FTA)	7. Kenneth Kong (LKK)
3. Ben Chua (FTA)	8. Adrian Ling (LKK)
4. Ng You Han (FTA)	9. Mohd Taufikh (LKK)
5. Henry Ng (FTA)	10. Steve Chen (LKK)

3. If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.
4. As per the NIMA Protocol, the survey by our appointed surveyor would include survey of your vehicle pre-repair, after it is dismantled, and post repairs. Hence, you need to provide us / our surveyors with the list of items that were damaged and required to be replaced or repaired to facilitate an effective survey.
5. As stated above, please inform us and our surveyor after the claimant's vehicle had been repaired so that our surveyor can carry out post repair inspection before the vehicle is returned to your client. Please co-ordinate with our surveyor immediately after the repair is completed.

If you have any queries, please contact Billy Tan @ 6389 6175 and email us at claimsdept@sg.cntaiping.com

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks and Best Regards

Billy Tan

Claims Department

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, 3 February 2022 10:41 AM

To: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM22D200716/C03/XE7035T/TANKW / FW: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

Without Prejudice

Dear Billy,

Please conduct PRS for SDZ8091A.

Note: officer in charge Billy Tan 63896175.

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Thank you

Chong Boon Sen
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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From: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Sent: Saturday, 29 January 2022 12:13 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT FOR SDZ8091A & XE7035T ON 26/01/2022

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Dear Claims,

Please revert on liability & survey arrangement for this claim.

Thank You

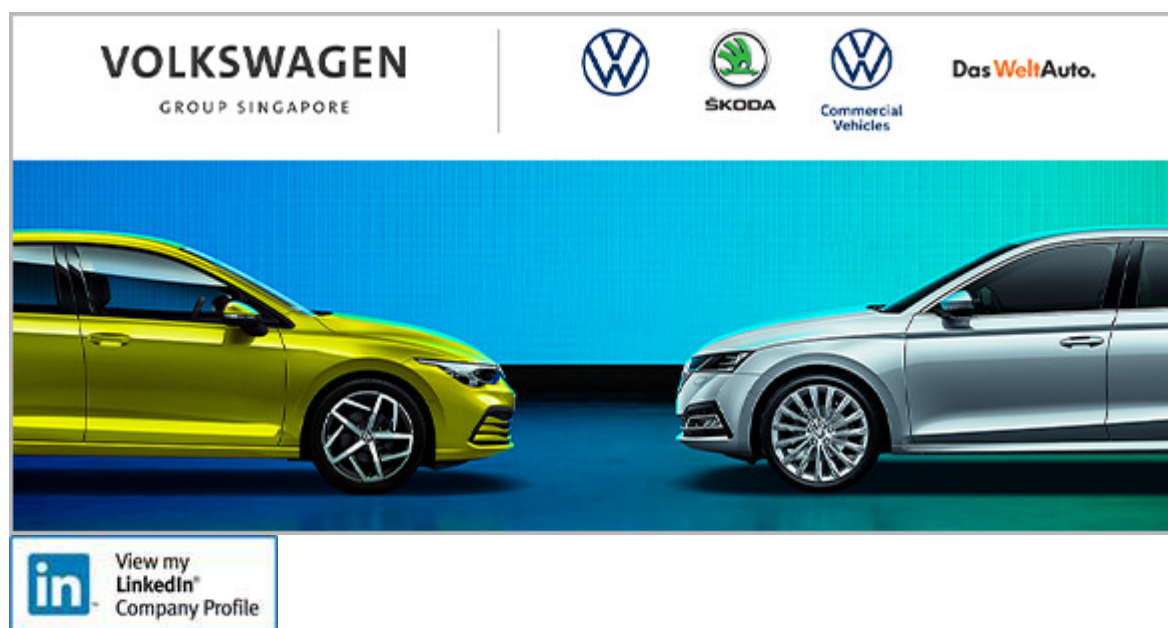
Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7218
Mobile: +65 85112203

Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: christopher.anthonidas@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

Internal