

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Monday, 11 April 2022 11:14
To: 'Tang Shu Shi (VGS - SG/Singapore)'; Ong Germaine (VGS - SG/Singapore); Mei Kwan (LKKAUTO); Motor Claim - III
Cc: Cheong Pearlyn (VGS - SG/Singapore); Wong MeiY (VGS - SG/Singapore); Sherini Pillai; Anthonidas Christopher Dass (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Admin A
Subject: [REJECTION] RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD *** LKK REF: CC4/III22003143/Rea3
Attachments: OI VIDEO FOOTAGE.mp4

Hi Sir,

We refer to the above matter.

Enclosed a copy of insured video footage for your easy reference.

Our principal has reiterated that the accident was caused due to the entire negligence of your client move off from stationary to enter into the yellow box and collided into our insured vehicle.

Yellow box is for vehicle to drive out from the side road, your client should give way and allow our insured to complete the turn before moving off from stationary.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Friday, 8 April 2022 17:42
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Motor Claim - III <motorclaim@iii.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Sherini Pillai <sherini@iii.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M
ON 02/04/2022 ALONG UPPER THOMSON ROAD *** LKK REF: CC4/III22003143/Rea3

Hi,

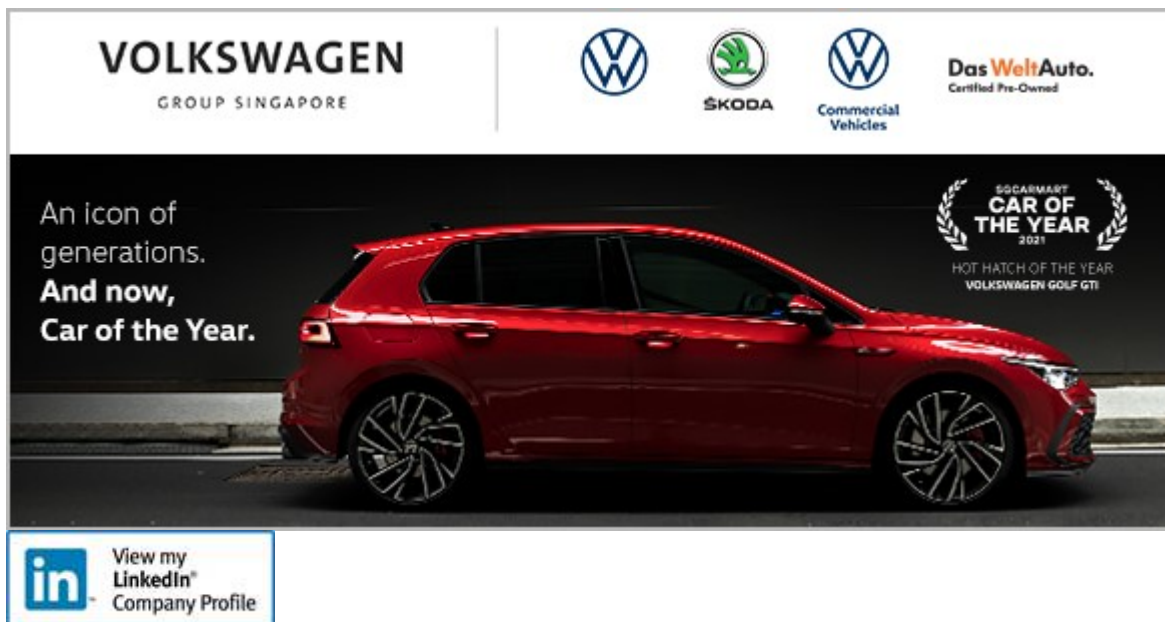
Vehicle had been survey, please let us know if we can proceed with DS?

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Wednesday, 6 April 2022 12:28 pm

To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>;
Motor Claim - III <motorclaim@iii.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Sherini Pillai <sherini@iii.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M
ON 02/04/2022 ALONG UPPER THOMSON ROAD *** LKK REF: CC4/III22003143/Rea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Germaine,

We refer to the email below.

We are still pending our principal to release our insured report in order to review the liability.

Shall revert to you once we received.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

Sent: Wednesday, 6 April 2022 11:57

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Motor Claim - III <motorclaim@iii.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Sherini Pillai <sherini@iii.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD *** LKK REF: CC4/III22003143/Rea3

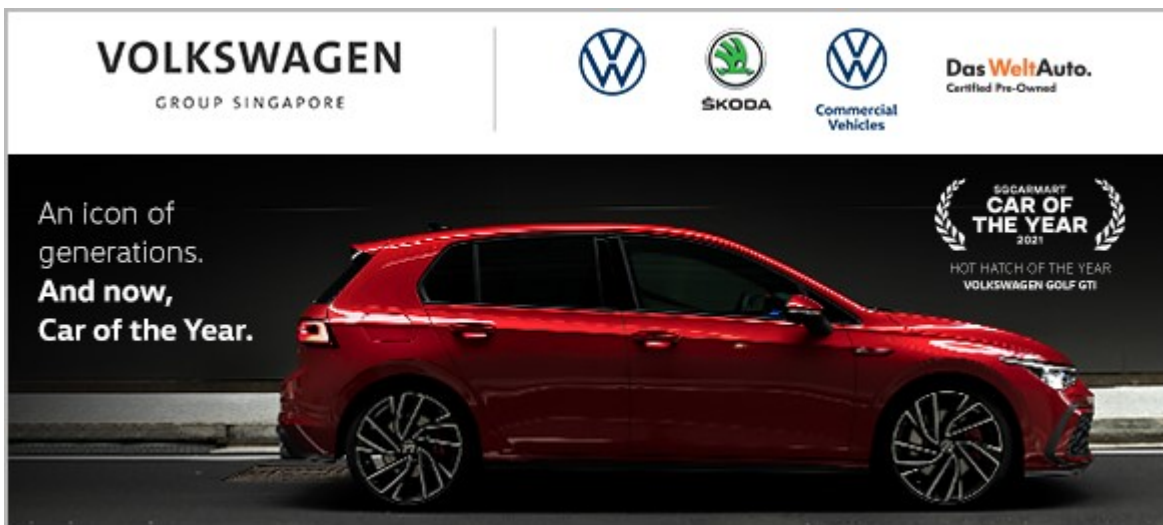
Dear Asher

Please let us know if we can proceed on direct settlement

Best Regards,

Germaine Ong
Body & Paint Supervisor
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 5 April 2022 4:50 pm

To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Motor Claim - III <motorclaim@iii.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Sherini Pillai <sherini@iii.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD *** LKK REF: CC4/III22003143/Rea3

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,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

Sent: Tuesday, 5 April, 2022 4:32 PM

To: Motor Claim - III <motorclaim@iii.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Sherini Pillai <sherini@iii.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD

Dear Claim

Vehicle had been survey by LKK Rasul

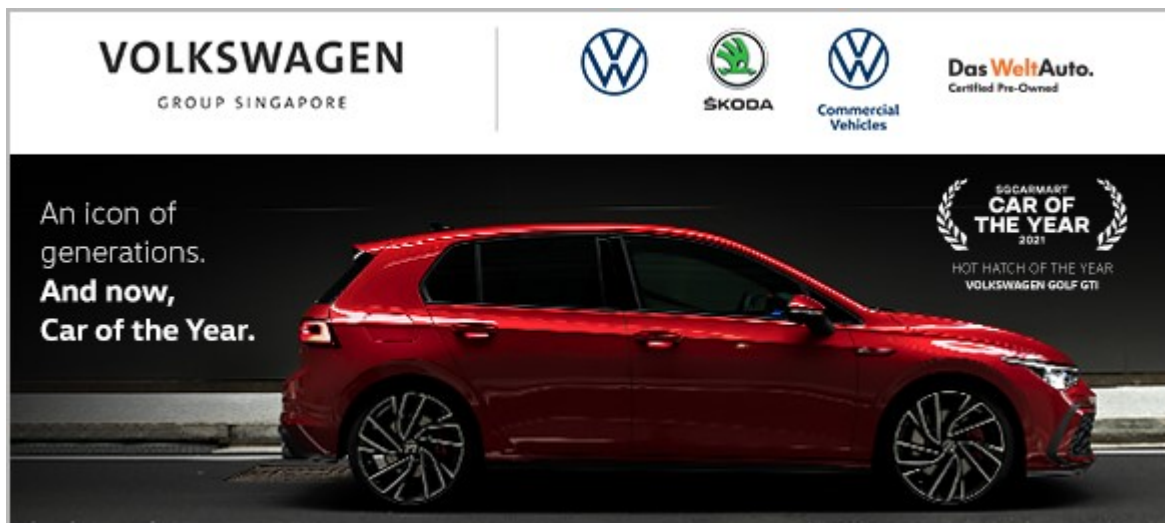
Can we proceed on direct settlement?

Best Regards,

Germaine Ong
Body & Paint Supervisor
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588

Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Tuesday, 5 April 2022 2:38 pm

To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; sur@lkkauto.com; admin-a@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>

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

<sherini@iii.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Subject: RE: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD

Dear Sir / Mdm,

Please conduct a survey on TP vehicle **SLG6292E** and let us have your report urgently.

This claim will be handled by **Ms Sherini**.

*Kindly upload this survey request email to merimen. Please check with workshop if they have negotiated any COR settlement with our insured.

Thank You.

Bhuvaneswari
Motor & Work Injury Claims Department
India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building
Singapore 049711
Tel: 6347 6100 Ext 231



From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

Sent: Tuesday, 5 April 2022 1:17 pm

To: Motor Claim - III <motorclaim@iii.com.sg>

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

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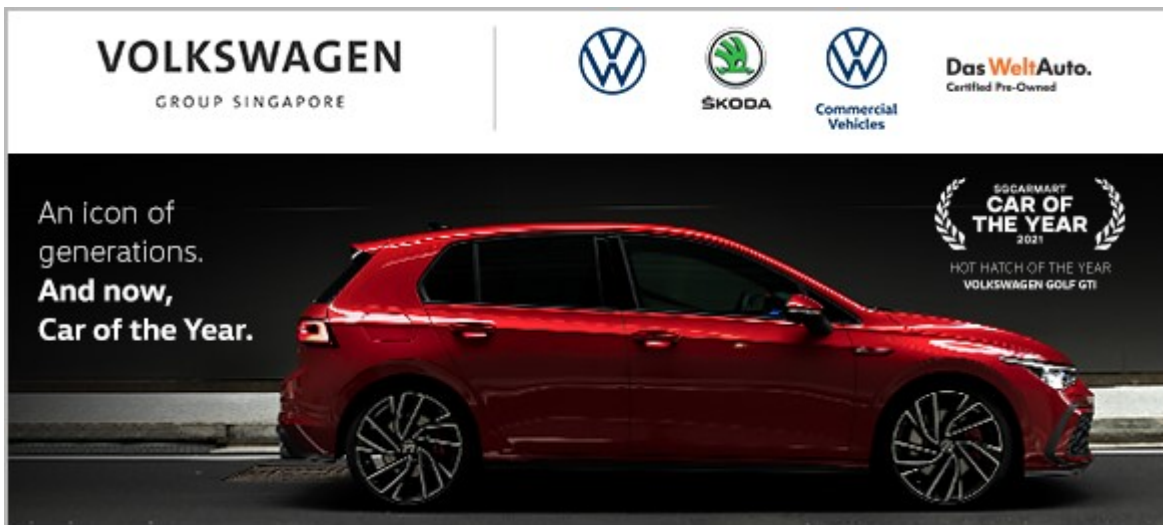
Hi

We have no objection on the your assign surveyor

Best Regards,

Germaine Ong
Body & Paint Supervisor
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Tuesday, 5 April 2022 11:29 am

To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

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

Subject: [EXT] RE: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors from LKK Auto Consultants Pte Ltd:

- Lau Kwok Kwong
- Ho Leong Chuan
- Kong Seng Cheong
- Chua Kang Seng
- Adrian Ling Wai Ping
- Steve Chen Tsue Yee
- Mohamad Taufikh Bin Hamid
- Xing Guo Qiang
- Bryan Ang Tani
- Mohammed Rasul Bin Mohd
- Yunu
- Thevan Thomas Karthikesavan
- Sherwin Beh Swee Yang
- Muhammad Nazril Bin Abdullah

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Thank you,

Bhuvaneswari
Motor & Work Injury Claims Department
India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building
Singapore 049711
Tel: 6347 6100 Ext 231



From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Tuesday, 5 April 2022 10:15 am
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@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>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: [EXTERNAL] - REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6292E & . SNC2852M ON 02/04/2022 ALONG UPPER THOMSON ROAD

You don't often get email from germaine.ong@vw.com.sg. [Learn why this is important](#)

Please see attached GIA report and estimate

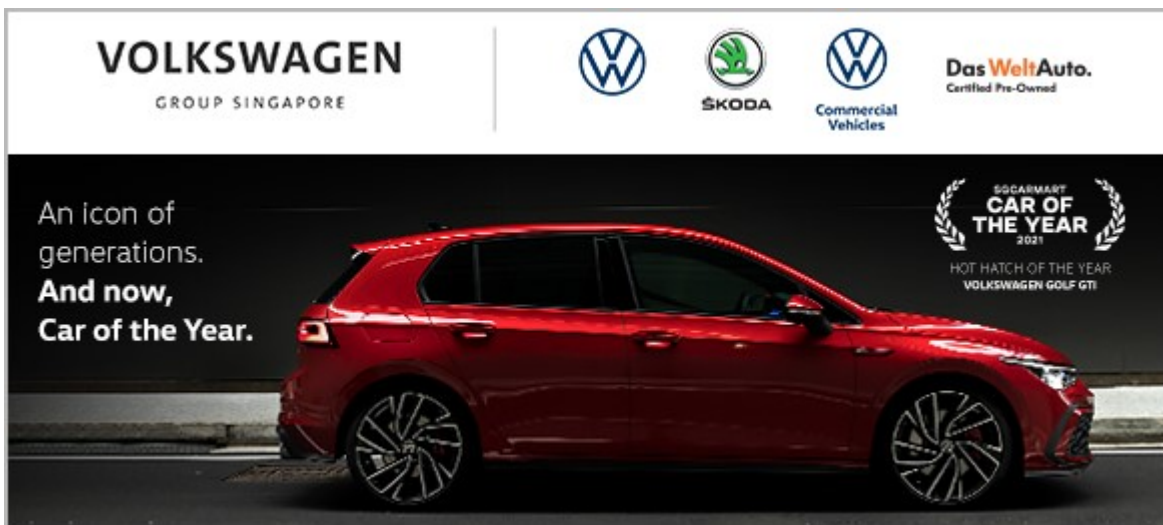
Please arrange survey at 17 Tuas ave 9

Please let us know if we can proceed on direct settlement

Best Regards,

Germaine Ong
Body & Paint Supervisor
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Tuesday, 5 April 2022 10:09 am
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Subject: Scan Image

Internal

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International Insurance Pte Ltd (“III”) in line with the purposes in III’s Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party’s personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III’s website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message.”

Print Received Message

This mail is associated with :

***SLG6292E (MFL2022D0001858)**
[SNC2852M]

TP
LEONG POH CHING
Apr 2 2022 6:00PM

Volkswagen Group Singapore Pte Ltd (tuas)

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 07/04/2022 15:31 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SLG6292E - Claim Handler: Sherini Pillai

Approved:0.00.