



247 Alexandra Road S(159934)

LETTER OF DEMAND

Your Ref: CC4/LPC22012126/pa3
Our Ref: SNF 58735
To: LONGAC

Dear Sirs,

ACCIDENT INVOLVING SNF 58735 & SMR 3968P ON 01/11/2022
Volkswagen Group Singapore Pte Ltd

We are claiming on behalf of our client
owner of vehicle number SNF 58735 involved in accident on 01/11/2022

with vehicle SMR 3968P along/at THE BICE ABOUT TO exit onto Mandai Ave

Description of claims:

Cost of Repairs	\$ <u>4844.80</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>60</u> X <u>3</u> Days = \$ <u>180</u>	(incl 7% GST)
Search Fee	\$ <u>2</u>	(incl 7% GST)
<u>Medical Fee</u>	\$ <u>107.00</u>	(incl 7% GST)
<u>Miscellaneous Fee</u>	\$ <u>107.00</u>	(incl 7% GST)
TOTAL	\$ <u>5133.80</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 5133.80 payable to
Volkswagen Group Singapore Pte Ltd.

Kindly send us a written acknowledgement within 14 days from receipt of this document.
Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to meiy.wong@vw.com.sg

16/01/2023
Dated this _____



LETTER OF AUTHORITY

ACCIDENT INVOLVING SNF 5873S and SMR 3968P on 01/12/2020
along The BKE About to exit onto Mandai Ave
Own vehicle's number Other vehicle's number Date of accident
Accident location

Volkswagen Group Singapore Pte Ltd

BY THE LETTER OF AUTHORITY, I/we, _____
of XXXXXXXXXX Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number SNF 5873S Own vehicle's number hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in * my / our name(s) on *my / our behalf to do all or any of the following:


1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number 34000244ACF taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Group Singapore Pte Ltd** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this _____ of the month

Signed & Delivered By: _____
Witness By: _____




LONPAC INSURANCE BHD

CLAIM NO : 22/22/22/VP05/026656
DATE : 22 FEB 2023


DISCHARGE VOUCHER

I/We, DUNAREANU CARLA LING MAY confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SMR3968P the sum of Singapore Dollar One Hundred Seven Only (**\$107.00**) in full and final satisfaction, liquidation and discharge of all property & injury claim losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all property & injury claims losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SNF5873S and SMR3968P on 01/12/2022 along/at BKE ABOUT TO EXIT ONTO MANDAI AVE.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ TAN LIAN CHENG AND/OR**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **"VOLKSWAGEN GROUP SINGAPORE PTE LTD"**.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.


..... 27/2/2023
Signature of vehicle owner/Date

Carla Dunareanu .. 27/2/2023
Name of vehicle owner /Date

LONPAC INSURANCE BHD (SINGAPORE BRANCH)

GIRO AUTHORISATION FORM

Company Name:

None

Bank Account Details

Beneficiary Name:

Carla Dunareanu

Bank Name / Branch Name:

United Overseas Bank / Waterway Point

Bank Account No.:

420-312-297-1

Bank Code / Branch Code:

UOB Waterway Point Branch

Swift Code

UOVBSGSG

Email Address:

carla.dunareanu@gmail.com

(For notification of payment details)

Name/Designation/Telephone/Email of Contact person.:

Carla Dunareanu /Owner/ 97567559

I hereby authorise Lonpac Insurance Bhd to remit all payment directly to the above nominated account.

Sarla Dhanraj.

27/2/2023

Authorised Signature and Company Stamp

Date:

Acknowledged by :

Name / Date: _____



LONPAC INSURANCE BHD

CLAIM NO : 22/22/22/VP05/026656
DATE : 22 FEB 2023

DISCHARGE VOUCHER

I/We, VOLKSWAGEN GROUP SINGAPORE PTE LTD confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of SMR3968P the sum of Singapore Dollar Four Thousand Nine Hundred Ninety Six and Cents Eighty Only **(\$4,996.80)** in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SNF5873S and SMR3968P on 01/12/2022 along/at BKE ABOUT TO EXIT ONTO MANDAI AVE.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ TAN LIAN CHENG AND/OR**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **"VOLKSWAGEN GROUP SINGAPORE PTE LTD"**.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.



Signature of vehicle owner/Date

Volkswagen Group Singapore Pte Ltd

Name of vehicle owner /Date

LONPAC INSURANCE BHD (SINGAPORE BRANCH)

GIRO AUTHORISATION FORM

Company Name:

VOLKSWAGEN GROUP SINGAPORE PTE LTD

Bank Account Details

Beneficiary Name:

VOLKSWAGEN GROUP SINGAPORE PTE LTD

Bank Name / Branch Name:

DEUTSCHE BANK AG, SINGAPORE BRANCH

Bank Account No.:

2528214-002 (SGD)

Bank Code / Branch Code:

7463/ 001

Swift Code

DEUTSGSG

Email Address:

kylie.ooi@vw.com.sg

(For notification of payment details)

Name/Designation/Telephone/Email of Contact person.:

Meiy Wong/ Insurance Service Advisor/ 6305 7216/ Meiy.wong@vw.com.sg

I hereby authorise Lonpac Insurance Bhd to remit all payment directly to the above nominated account.



Authorised Signature and Company Stamp

Date:

Acknowledged by :

Name / Date:

VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road
Singapore 159934
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Tax invoice

Page 1/2

Document no. 12033300422
Document date 09-01-2023
Customer no. 5211043801
Customer GST-ID
Dealer 30001
Job order number 2022036983/ 1
Job order date 20-12-2022
Service Advisor YEN MEI WONG

Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

Customer Details:
Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

License plate	Model code	First registration	VIN	Model	Mileage
SNF5873S	C113KZR1	07-06-2022	WVGZZZC1ZNY079015	T-Cross R-Line 1.0 I TSI 85kW DSG	4,284

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
9801B004	B&P CHECK SHORT CIRCUIT / HARNESS REPAIR				#6	280.00	302.40
9801B005	B&P DIAGNOSIS AND PROGRAMMING				#6	480.00	518.40
2GM919492	Sensor Bracket	1	pcs.	12.92	#6	12.92	13.95
2GM919397 GRU	Sensor Bracket Primed	1	pcs.	14.79	#6	14.79	15.97
2GM919398 GRU	Sensor Bracket Primed	1	pcs.	14.79	#6	14.79	15.97
2GM919491	Sensor Bracket	1	pcs.	12.92	#6	12.92	13.95
2GM919491A	Sensor Bracket	2	pcs.	12.92	#6	25.84	27.91
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	85.94	#6	85.94	92.82
D 822150A1	Bonding Agent For Plastic	1	pcs.	68.85	#6	68.85	74.36
2GM807421 GRU	Cover For Bumper Primed	1	pcs.	1,280.79	#6	1,280.79	1,383.25
2GM807521B GRU	Spoiler Primed	1	pcs.	320.09	#6	320.09	345.70
2GM807568A 9B9	Rear Diffusor Satin Black	1	pcs.	249.00	#6	249.00	268.92
	LABOUR	1	pcs.	840.00	#6	840.00	907.20
	Spray Painting	1	pcs.	800.00	#6	800.00	864.00
	MSIG VS LONPAC						
	3RD PARTY VEHICLE SMR3968P						
	D.O.A: 01-12-2022						
	SURVEY BY: MR RASUL, LKK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#6	760.00	3,725.93	8%	358.87	4,485.93	4,844.80
Total	760.00	3,725.93		358.87	4,485.93	4,844.80

Customer



Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

Payment in respect of any purchased services, packages inclusive of Prepaid Service Repair Package, or promotional items are strictly non-refundable.

VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road
Singapore 159934
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Tax invoice

Page	2/2
Document no.	12033300422
Document date	09-01-2023
Customer no.	5211043801
Customer GST-ID	
Dealer	30001
Job order number	2022036983/ 1
Job order date	20-12-2022
Service Advisor	YEN MEI WONG

Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

Customer Details:
Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

License plate	Model code	First registration	VIN	Model	Mileage
SNF5873S	C113KZR1	07-06-2022	WVGZZZC1ZNY079015	T-Cross R-Line 1.0 I TSI 85kW DSG	4,284

-----VISIT OUR WEBSITE: aftersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (for additional services, products and promotions).-----

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

All invoices are denominated in SGD, unless otherwise stated.


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SMR3968P

Date of Accident

01/12/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**

Period of Insurance **04/08/2022 - 03/08/2023**

Requested By **Meiy Wong (Volkswagen Grou...**

Requested Date **02/12/2022 16:57**

Payment details

Request Amount: **S\$1.87**

GST Amount: **S\$0.13**

Total Amount Due (GST Inclusive): **S\$2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**



**SINGAPORE WOMEN'S CLINIC
(TAMPINES)**

A wholly owned subsidiary of Singapore Women's & Children's Medical Group

**Singapore Women's Clinic
(Tampines)**

Block 821
Tampines Street 31 #01-216
Singapore 520821

T: 65 6780 3185
F: 65 6780 3083
After Office Hours
T: 65 8383 5550
UEN 19904449R

GST Reg No : 199004449R

Co Reg No : 9401519/09/182

TAX INVOICE

DUNAREANU CARLA LING MAY
156 JOO CHIAT PLACE
#05-02 STRAITS RESIDENCES
S(427884)

Invoice No. : 26172
Our Reference : 07826
Date : 02 Dec 2022

Patient : DUNAREANU CARLA LING MAY
(S8971671C)

DESCRIPTION	UNIT PRICE	QTY	FEE
CONSULTATION	\$50.00	1.00	\$50.00
ULTRASOUND SCAN	\$50.00	1.00	\$50.00
Sub-Total			\$100.00
Add GST 7.0%			\$7.00
Total Amount Payable			\$107.00
NETS Payment Received - Receipt No. 25392			\$107.00
Outstanding Balance			\$0.00

All Cheques should be crossed and made payable to :

Singapore Women's Clinic (Tampines) Pte Ltd

This is a computer generated invoice which does not require a signature

NETS

NETSV021.D03
S'PORE WOMEN'S CLINIC
TAMPINES
THANK YOU
111628241000 62824101
000137 REF:555
NETS PURCHASE
UOB GROUP

02 DEC 2022 11:42:10
000137 109766 00

TOTAL: \$107.00

E. & O.E

APPROVED

NETS

Hsiao Tong (LKKAUTO)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Monday, 6 February 2023 1:52 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; MT_Claim_SG
Subject: RE: [SEEK MANDATE] - ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022
*** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Hsiao Tong,

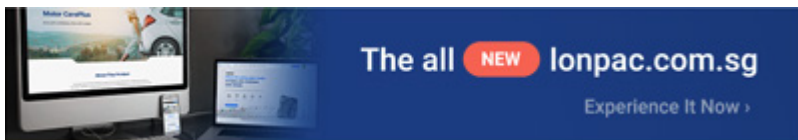
For LOU, please offer \$150 (\$50 x 3days).

Total Mandate \$5,103.80.

Please issue a separate DV for the third party driver to sign as full & final settlement of TPI claim.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, 3 February 2023 10:54 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [SEEK MANDATE] - ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Your ref: **22/22/22/VP05/026656**
LKK ref : CC4/LPC22012126/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMR3968P(LONPAC) AND SNF5873S(TP) ON 01/12/2022

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not on our driver favour.

We seek your approval to offer repairer **“VOLKSWAGEN GROUP SINGAPORE PTE LTD”** at **\$5,133.80(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 8% GST)	\$10,503.59	\$ 4,844.80 (\$4,485.93 + 8% GST)
2. Loss of Use (3days x \$60.00)	\$ 180.00	\$ 180.00 (3DAYS X \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. MEDICAL FEE (DRIVER-DUNAREANU CARLA LING MAY)	\$ 107.00	\$ 107.00
Total	\$10,792.59	<u>\$ 5,133.80</u>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 02/02/2023 is only for mandate purpose.

Kindly let us have your approval / instruction.

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

Sent: Monday, 16 January 2023 9:57 PM

To: KENNY LIM CHING GHEE <kennylin@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair

- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Monday, December 19, 2022 6:47 PM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

Noted with thanks.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Monday, 19 December 2022 6:46 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Please proceed with Direct Settlement.

Thank you.

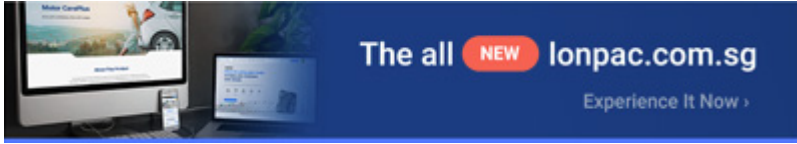
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Monday, 19 December 2022 4:37 pm
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

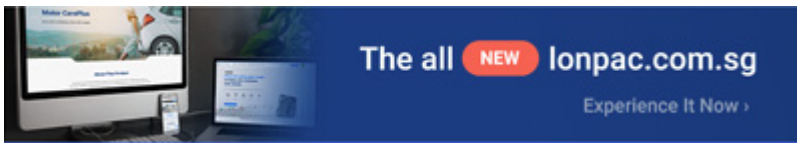
Dear Mei Kwan

We will request from insured the maintenance records first. Please withhold TPD claim.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Monday, 19 December 2022 4:11 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

As spoken, insured reported **wheel and car braked like out of control**. Please advise any investigation is needed.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Monday, 19 December 2022 3:49 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Fya.

Thank you.

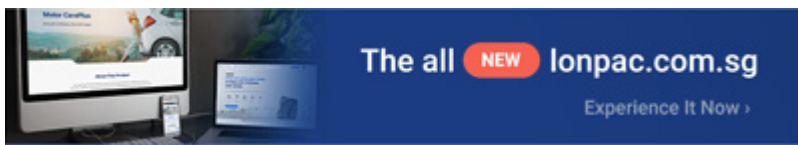
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Monday, 19 December 2022 3:42 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Mei Kwan (LKKAuto)

Sent: Thursday, 15 December 2022 11:56 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Monday, 12 December 2022 2:54 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Insured yet to report and we have sent a chaser today fyi.

Thank you.

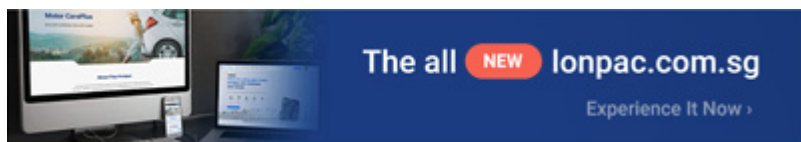
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Saturday, 10 December 2022 10:32 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

OI GIA - SMR 3968P; DOA : 01.12.2022.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Thursday, December 8, 2022 8:17 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

Wrong OI GIA is provided.

Please resend OI GIA - SMR 3968P; DOA : 01.12.2022.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 7 December 2022 7:16 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Please see attachment for a copy of our Insured's GIA report for your action.

Thank you.

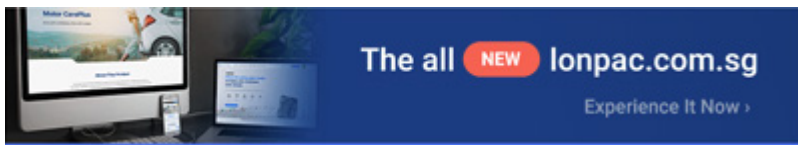
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Wednesday, 7 December 2022 4:57 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3

Dear Sir / Madam,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>

Sent: Monday, 5 December 2022 2:20 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022

Dear Gerald,

Thank you for the assignment.

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

Best Regards,

Yan | 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)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 5 December 2022 10:57 AM

To: assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022

Lonpac External - General

Our Ref : TBA

Dear Meng Yan,

FYNA. Insured yet to report.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Friday, 2 December 2022 6:33 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

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

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

Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022

Dear Claims,

Please revert on liability & survey arrangement for this claim, Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

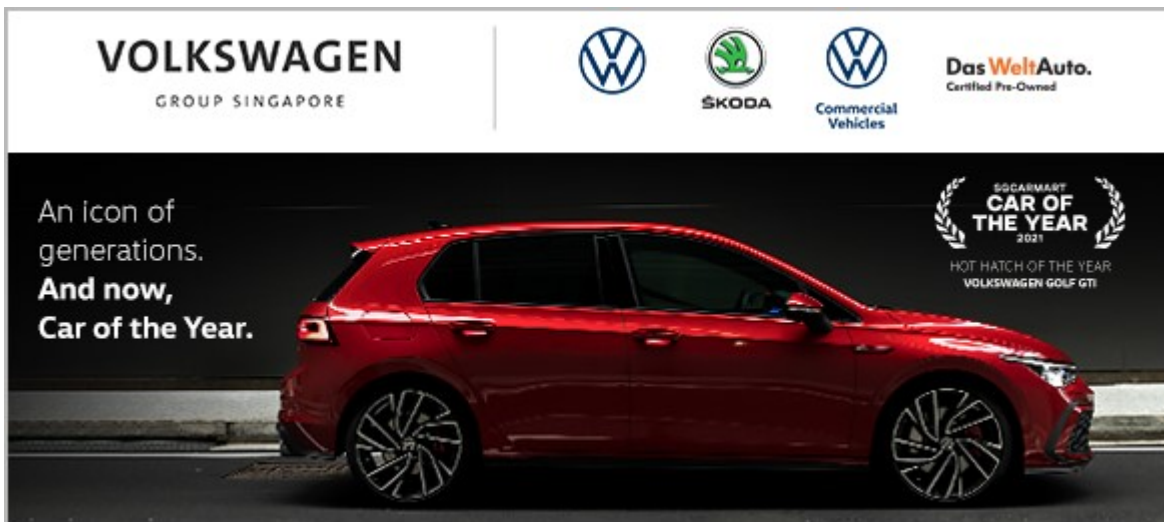
Direct line: +65 6305 7216

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