

Meng Yan (LKK Auto)

From: Rajes (LKK Auto)
Sent: Thursday, 26 January 2023 12:20 PM
To: HLAS Claims; Grace Ng; assignments; SUR
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMP8188B & SKQ2851C ON 24/01/2023 - HLAS's REF: MPC03960/GN

Dear Grace,

Thank you for the assignment.
Repairer arrange on 27/01/2023.

Best Regards,

Rajes | 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: HLAS Claims <claims@hlas.com.sg>
Sent: Thursday, 26 January 2023 11:39 AM
To: Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Grace Ng <grace.ng@hlas.com.sg>; assignments <assignments@lkkauto.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>; Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMP8188B & SKQ2851C ON 24/01/2023 - HLAS's REF: MPC03960/GN

Without Prejudice

Dear Ms Oh

Thank you for your email.
We will appoint LKK for the PRI.

Aside to LKK – Please assist to attend the PRI. (Assigned in Merimen)

Regards,
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6030 / F +65 6224 1923

claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all

claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Oh Huiwen (VGS - SG/Singapore) [<mailto:huiwen.oh@vw.com.sg>]
Sent: Thursday, 26 January 2023 11:07 am
To: HLAS Claims <claims@hla.com.sg>; Grace Ng <grace.ng@hla.com.sg>
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>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMP8188B & SKQ2851C ON 24/01/2023 - HLAS's REF: MPC03960/GN

Dear Motor Survey

Please assign **LKK Auto Consultants Pte Ltd**

Vehicle with customer. Please let me know the date and time for the car survey. Thank you very much.

Dear Grace,

Please let us know if your insured already file the report and we can proceed with Direct settlement.
Thank you very much for your kind assists.




Best Regards,


Oh Hui Wen
Insurance Advisor
Aftersales


Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Mobile: +65 9115 1092
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: huiwen.oh@vw.com.sg
<https://www.volkswagen.com.sg/>

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GROUP SINGAPORE

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Gear of the Rabbit

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LinkedIn®
Company Profile

From: HLAS Claims <claims@hlas.com.sg>
Sent: Thursday, 26 January 2023 10:56 am
To: Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Grace Ng <grace.ng@hlas.com.sg>
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>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SMP8188B & SKQ2851C ON 24/01/2023
 - HLAS's REF: MPC03960/GN

WITHOUT PREJUDICE

Dear Sirs,

Our insured has not reported the accident to us yet. As such, we are unable to advise the liability now.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070	2) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221
3) Vicom Ltd (VICOM) Tel: 6455 5358 Fax: 6452 6621	4) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
5) Priority Services Tel: 6293 4822 Fax: 6296 3283	6) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155
7) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days. Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

We shall hear from you.

Claims officer in charge of matter is – Ms Grace Ng, copied herein.

Regards,
 Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
 T +65 6922 6027 / F +65 6224 1923
claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Oh Huiwen (VGS - SG/Singapore) [<mailto:huiwen.oh@vw.com.sg>]

Sent: Wednesday, 25 January 2023 4:23 pm

To: HLAS Claims <claims@hlas.com.sg>

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

Subject: REQUEST DIRECT SETTLEMENT FOR SMP8188B & SKQ2851C ON 24/01/2023

Dear Claims,

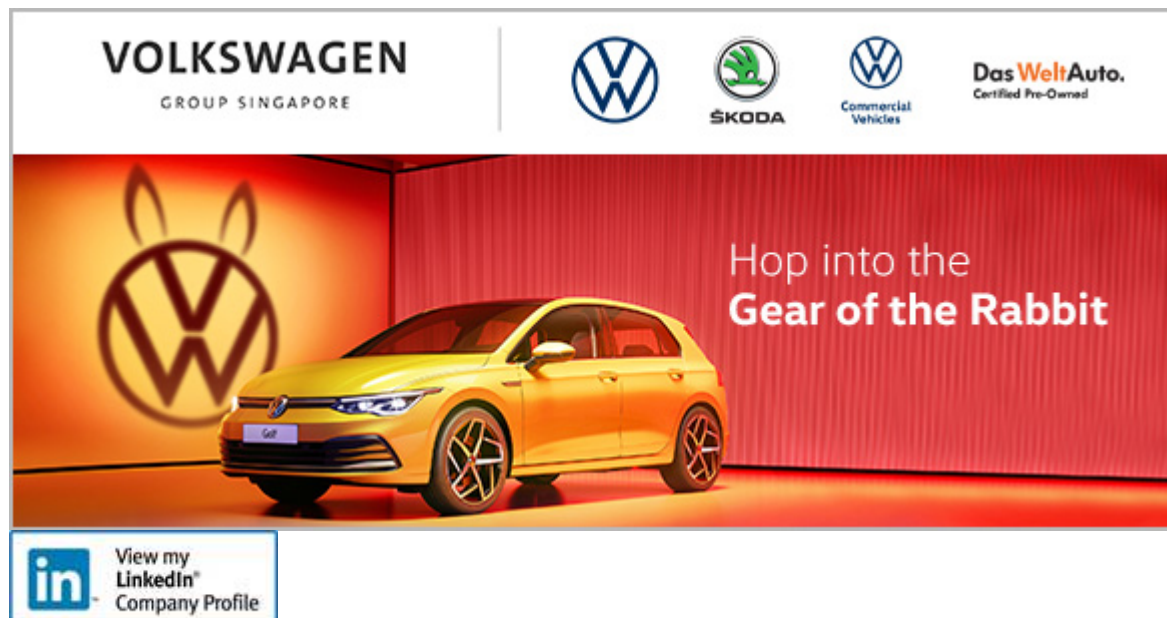
Please revert on liability & survey arrangement for this claim. Thank you very much.

Best Regards,

Oh Hui Wen
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Mobile: +65 9115 1092
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: huiwen.oh@vw.com.sg
<https://www.volkswagen.com.sg/>



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