

Veron Chen (LKKAUTO)

From: LOW Garnet <garnet.low@axa.com.sg>
Sent: Tuesday, 3 July 2018 3:14 PM
To: muihong@ahlimmotor.com.sg; ANG Yvonne
Cc: NGUETTE Kadi; "SHERVONNESEM@EASECREATIVE.COM"@netsmtp-a.singnet.com.sg; Guo Qiang (LKKAUTO); SUR
Subject: RE: Feedback by customer on GA151662 / S7M004R9 - SKZ5889C

Hi Mui Hong,

Thanks for your comments.

Hi Yvonne,

For your necessary action.

Thank you

Garnet Low | Specialist, Claims Service

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: garnet.low@axa.com.sg

DID: (65) 6880 4635



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From: muihong@ahlimmotor.com.sg [mailto:muihong@ahlimmotor.com.sg]
Sent: Tuesday, July 03, 2018 2:42 PM
To: LOW Garnet <garnet.low@axa.com.sg>
Cc: NGUETTE Kadi <kadidiatou.nguette@axa.com.sg>; "SHERVONNESEM@EASECREATIVE.COM"@netsmtp-a.singnet.com.sg; Guo Qiang - LKK <GuoQiang@lkkauto.com>; SUR - LKK <sur@lkkauto.com>
Subject: Feedback by customer on GA151662 / S7M004R9 - SKZ5889C

Dear Garnet,

We refer to the feedback below from the owner of SKZ5889C.

The above car was surveyed by Guo Qiang of LKK.

1st feedback : Horn was not working and need to go back to workshop the next day (Ah lim already fix this). ==> **We apologise for the lapse in checking for this**

2nd feedback : Instead of bumper replacement – it was just fix and the color use is not the same ==> **A brand new bumper was used and not just fixed as the owner's existing bumper was totally torn and damaged . This particular bumper can come in its specified colour code by the supplier meaning to say it comes pre painted by the manufacturer to the specified colour code. Workshop need not paint the bumper at all. However, we do see signs**

that the bumper on the car now had been repainted before (we do not know when neither does the owner after i checked with her) We also note that the bumper sponge behind the front grille had been damaged / torn slightly .

3rd feedback : There are some speckles of paint on the car roof. ==> We also note that the same white speckles of paint can be noted on the front grille. But our new front grille is always removed prior to paintwork and reinstall only after the car has been painted and we fixed it on just before car is collected hence it should not have the white speckles of paint . As such we are equally puzzled why there are speckles on it now and whether it is indeed due to our inadequate protection during painting works. Similar white speckles of paint can be seen on the roof panel.

With regards to feedback 2 , Pls advise if you want the above to be verified by the surveyor that our bumper installed then was originally in the colour code already and we need not paint them. He can also check that the existing bumper on the car has somehow been indeed re-painted.

For feedback 3 , we can assist to do a polishing job to the area to remove the speckles even though we may not be the party responsible for it.

Pls see attached photos taken by LKK surveyor – Mr Guo Qiang prior to our sending car for painting works. The bumper is already painted to the specified colour code when it is sent to us.

Owner has left her car in our workshop for our rectification work and we had given her a replacement vehicle to use in the meantime. I had called and explain our position but the surveyor may be needed to give his own independent observations. Pls advise this urgently so that we can resolve this.

Regards

Kee Mui Hong
Ah Lim Motor @ AMK
No. 10 Ang Mo Kio Ind Pk 2A
#01-09 AMK Autopoint
Singapore 568047
Tel : 64831244 Fax : 64836170

From: [LOW Garnet](#)
Sent: Wednesday, June 27, 2018 11:37 AM
To: muihong@ahlimmotor.com.sg
Cc: [NGUETTE Kadi](#)
Subject: FW: GA151662 / S7M004R9 - SKZ5889C

Hi Mui Hong,

For your info.

Thank you

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From: SAGUM Jake

Sent: Wednesday, June 27, 2018 11:12 AM

To: LOW Garnet <garnet.low@axa.com.sg>; NGUETTE Kadi <kadidiatou.nguette@axa.com.sg>

Cc: PAN Chee Keong <cheekeong.pan@axa.com.sg>

Subject: GA151662 / S7M004R9 - feedback on workshop

Hi Team,

Client feedback on Ah Lim Motor Company 10 Ang Mo Kio Ind. Park

As per client :

1st feedback : Horn was not working and need to go back to workshop the next day (Ah lim already fix this).

2nd feedback : Instead of bumper replacement – it was just fix and the color use is not the same

3rd feedback : There are some speckles of paint on the car roof

I already advise client to go back to Ah lim.

Best Regards,

Jake Sagum | Specialist, GI Contact Centre - Policy and Claim Service

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