

250028

ASS. REC. BY:

REF: CS/EQI 18002356/ d3 Special Instruction:

Surveyor:

ASSIGNMENT (Office)

From (Person): Elaine Cheong of FQI Date/Time: 11/2/18 @ 3:33pm

Estimated Cost: Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No: GBG 9101Y Insured:

at Workshop m/s Volkswagen Tel: 9386 7833

of 1 Kampong Ampart (Malpherson)

Policy No: Claim No: DMH002911-EC

Sum Insured: Excess: \$1,500.00

Make of Veh: D.O.A. 20/12/17

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 5:30pm @ 5/2/18 Person Contacted: Shu Shi Vehicle IN OUT

Date/Time	Action/Instruction (✓) Estimate	11/2/18 - Vehicle still not in (Temporary (per) Celine 19/12/2018)
	GBG 9101Y-X	
13/8/18-	called shu shi VNI	
9/9/18-	VNI yet	
19/9/18-	vehicle not in	
9/10/18-	VNI yet	
2/11/18-	VNI yet	

Nivitha (LKK Auto)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 19 December 2018 3:22 PM
To: 'Elaine Cheong'; assignments
Cc: SUR
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Sir/Mdm,

Please be informed that we are unable to conduct the inspection after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.



BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Nivitha (LKK Auto) [mailto:admin-d@lkkauto.com]
Sent: Monday, 5 February 2018 2:21 PM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>
Cc: 'Ong, Germaine (VWG Singapore)' <Germaine.ong@vw.com.sg>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Shu Shi,

Noted, with thanks.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Monday, 5 February 2018 2:05 PM
To: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Hi,

I'm not able to arrange survey, customer is not willing to accept the excess.

He say he will consider if he wants to claim and get back to me.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, 5 February, 2018 2:00 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Shu Shi,

Kindly advise urgently.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 2 February 2018 12:08 PM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Shu Shi,

Its OD for GBC 9101Y

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Friday, 2 February 2018 11:56 AM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

These TP had been survey by ntuc on 28/12/2017

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502

Mobile: +65 9386-7833

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

shushi.tang@vw.com.sg

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



From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 2 February, 2018 11:54 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Shu Shi,

Its TP

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Friday, 2 February 2018 11:51 AM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

You are survey TP or OD?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502

Mobile: +65 9386-7833

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

shushi.tang@vw.com.sg

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



From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 2 February, 2018 11:03 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Shu Shi,

Appologize, is the vehicle GBC 9101Y In the workshop?

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Friday, 2 February 2018 10:58 AM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

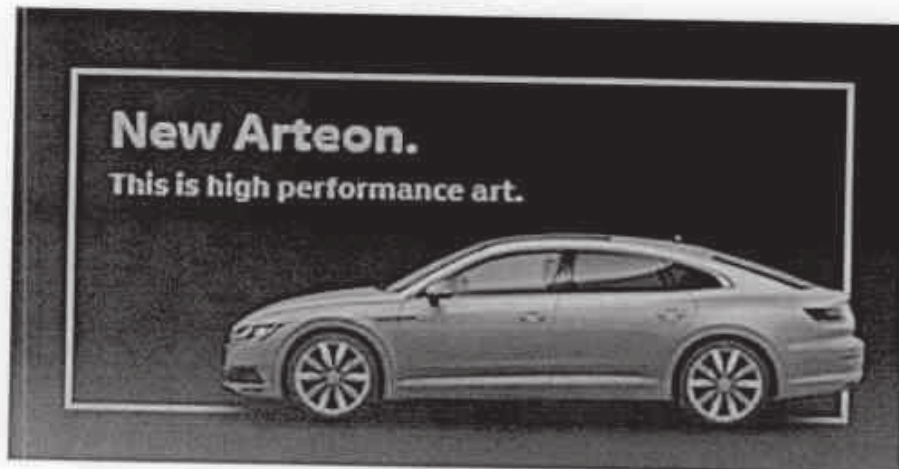
Our insured vehicle no is GBG9101Y

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 2 February, 2018 10:45 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: FW: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Thursday, 1 February 2018 5:31 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>

Subject: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)

Dear Shu Shi,

Is the vehicle GBD 4920Z in the workshop?

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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



AVG

This email has been checked for viruses by AVG antivirus software.
www.avg.com

Nivitha (LKK Auto)

From: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>
Sent: Thursday, 1 February 2018 3:33 PM
To: assignments
Subject: FW: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (DM17HO02911-EC)
Attachments: ESTIMATE - GBG9101Y.pdf; OI - GBG9101Y.PDF

Dear All,

Please refer to the attached.

Kindly contact Ms Shu Shi from M/s Volkswagen Centre Singapore to arrange for the survey.

We enclosed the following documents for your perusal:

- Our insured, GBG9101Y - GIA report
- Repair estimate

Policy excess: \$1,500.00

Kindly acknowledge receipt & revert. Thank you.

Regards,

Elaine Cheong
Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road, #17-00, Tower Block, MWD Complex, Singapore 069110
did: 65 6500 6772 | tel: 65 6223 9433 ext 772 | fax: 65 6223 4190
www.eqinsurance.com.sg



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From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Wednesday, January 31, 2018 11:22 AM
To: Elaine Cheong
Cc: Yim Woel Shyr
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (CLAIM REF: DM17HO02255-EC)

Hi Elaine,

Please find attached estimate basing on the current damage not inclusive of hidden damage.

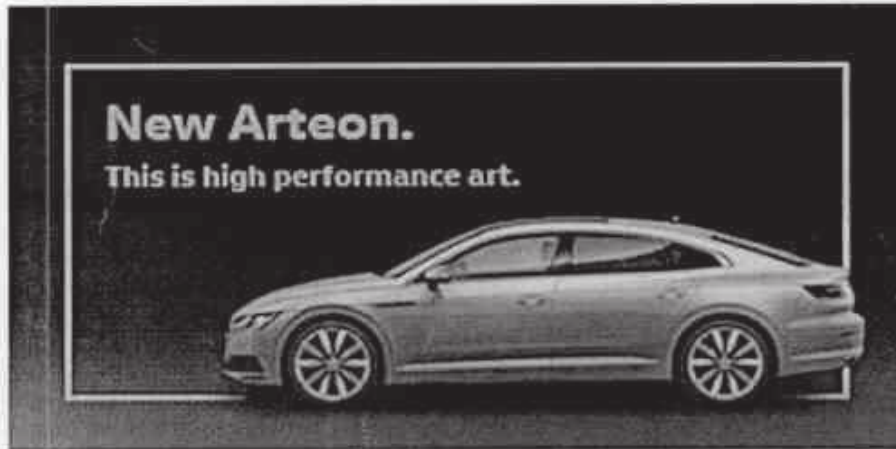
Best Regards,

Tang Shu Shi
Insurance Service Advisor

Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)
Sent: Friday, 26 January, 2018 3:53 PM
To: 'Elaine Cheong'
Cc: Yim Woei Shyr
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (CLAIM REF: DM17HO02255-EC)

Hi Elaine,

Customer is checking if the China licence is valid for use? Or EQ only take SG licence into consideration?

The driver had more than 2 yrs of driving experience.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
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Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Elaine Cheong [<mailto:elaine.cheong@eqinsurance.com.sg>]
Sent: Friday, 26 January, 2018 3:06 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Yim Woei Shyr
Subject: RE: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017 (CLAIM REF: DM17HO02255-EC)

Dear Shu Shi,

Thank you for your email with attachments.

As spoken yesterday, we understand that insured wish to revert to his OD claim and have now requested you to assist him to put up an appeal to us.

In view of the policy excess @\$3,500.00 (\$500.00 + \$3,000.00 – Y & Inexperienced driver), kindly let us have your repair estimate for our consideration.

Thank you.

Regards,

Elaine Cheong
Senior Executive | Claims

eqnsurance

EQ Insurance Company Limited
5 Maxwell Road, #17-00 Tower Block, MND Complex, Singapore 069110
did ES 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

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 you've got a friend

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Thursday, January 25, 2018 11:33 AM
To: Elaine Cheong
Subject: FW: REQUEST DIRECT SETTLEMENT FOR GBG9101Y & GBD4920Z ON 20/12/2017

fyi