

Veron Chen (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Wednesday, 30 May 2018 9:36 AM
To: Veron Chen (LKKAUTO)
Cc: SUR
Subject: FW: FINALISATION SBG95R

Hi,

FYI only.

CS/ASM18002368/R1vbe2

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)

From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Wednesday, 30 May, 2018 9:24 AM
To: Rasul (LKKAUTO) <Rasul@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Foo, John (VWG Singapore) <John.Foo@vw.com.sg>; Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Subject: RE: FINALISATION SBG95R

Dear Rasul,

We have used 7 days for this repair and customer is claiming against the third party for her uninsured losses.

How can there be such mistake?

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: Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]
Sent: Wednesday, 30 May, 2018 8:53 AM
To: Tang, Shu Shi (VWG Singapore); Ong, Germaine (VWG Singapore); CS A Team; Admin A
Subject: RE: FINALISATION SBG95R

Hi Shu shi,

It was a mistake error, kindly make it as 6 days cause we have submitted to insurance.
Sorry for the inconvenience cause

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Monday, 28 May, 2018 11:46 AM
To: Ong, Germaine (VWG Singapore); Rasul (LKKAuto); CS A Team; Admin A
Subject: RE: FINALISATION SBG95R

Dear LKK,

We need 5 + 2days repair, may I know why it was submitted as 5 + 1day repair?

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: Ong, Germaine (VWG Singapore)
Sent: Wednesday, 28 February, 2018 12:55 PM
To: Rasul (LKK Auto) <Rasul@lkkauto.com> (Rasul@lkkauto.com); cs-a@lkkauto.com; Admin A
Cc: Tang, Shu Shi (VWG Singapore)
Subject: RE: FINALISATION SBG95R

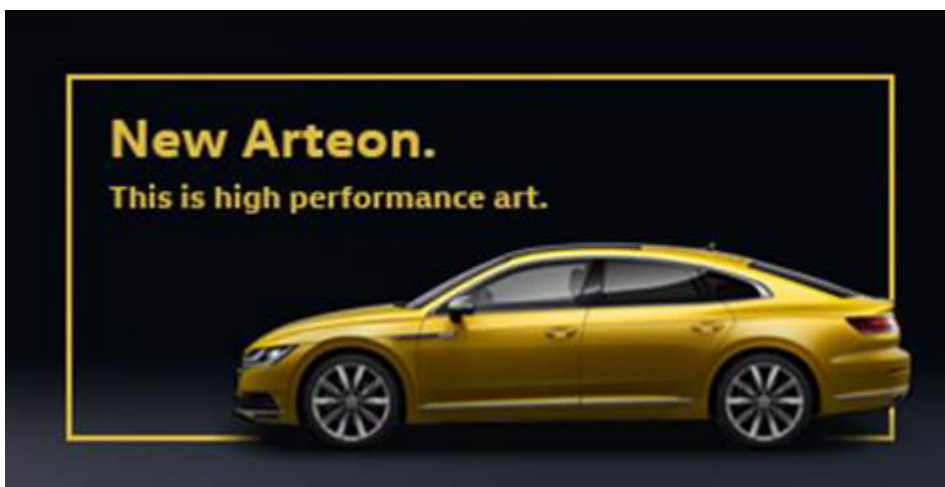
Please revert

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

HP: +65 92361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



From: Ong, Germaine (VWG Singapore)
Sent: Wednesday, 21 February, 2018 2:31 PM
To: Rasul (LKK Auto) <Rasul@lkkauto.com> (Rasul@lkkauto.com); cs-a@lkkauto.com; Admin A

Cc: Tang, Shu Shi (VWG Singapore)
Subject: FINALISATION SBG95R

Dear Rasul

Please see attached finalisation

COR: As per attached

7 working days

Please revert

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
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Singapore 639197

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Germaine.ong@vw.com.sg
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