

## Veron Chen (LKKAUTO)

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**From:** Eugene - VAG Singapore <[eugene@vag.sg](mailto:eugene@vag.sg)>  
**Sent:** Friday, 15 March 2019 3:44 PM  
**To:** SUR  
**Subject:** Fwd: Audi A8 SLU8379C - Revise of repair limit

Resend. Previous email was invalid.

A copy has been sent to AXA previously, so im not copying them in here again otherwise a new case number will be generated.

For your reference: CAS201903153697123

Thank you

Eugene

----- Forwarded Message -----

**Subject:** Audi A8 SLU8379C - Revise of repair limit

**Date:** Fri, 15 Mar 2019 15:36:58 +0800

**From:** Eugene - VAG Singapore <[eugene@vag.sg](mailto:eugene@vag.sg)>

**To:** [claims@lkkauto.com](mailto:claims@lkkauto.com), Claims Assistance - VAG Singapore <[claims@vag.sg](mailto:claims@vag.sg)>, [cst@axa.com.sg](mailto:cst@axa.com.sg)

Dear All,

The insured came by today to understand whats needed to have the vehicle restored to near factory condition. We hope to rework with the necessary parties to revised the current repair limit (Lump sum repair, OD) of **\$11k to \$12.2K.**

This way, we can satisfy the client, manage his expectation and most importantly proceed with the repair work and get him going.

He has a young infant so it would be good if we could all help, plus its contributes to customer retention.

If its alright, i would like to request for 2 additional days from the current 5 days repair.

Looking forward to your prompt authorisation to proceed.

Thank you

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Best regards,

Eugene Ong

AVANTAGE VAG

6515 9515 Sales & Service | 6795 5005 24hr Towing | [www.avantage.sg](http://www.avantage.sg)

WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

NORTH Service Centre

160 Sin Ming Drive, #08-01 Sin Ming AutoCity, Singapore 575722

EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Spray Paint, Grooming & Accident Repair

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586