Veron Chen (LKKAuto)

From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sq>

Sent: Friday, 6 September 2019 9:14 AM

To: Ong Germaine (VGS - SG/Singapore); Shirley Hiew (LKK Auto)

Cc: Tang Shu Shi (VGS - SG/Singapore); SUR

Subject: RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Shirley,

Please revert.

Thanks You,

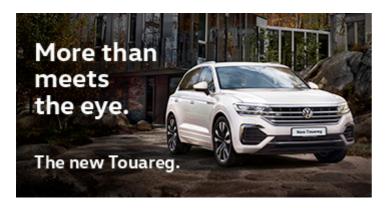
Best Regards,

Steven Chee, Insurance Service Advisor Aftersales

Volkswagen Centre Singapore (Macpherson) 1 Kampong Ampat Singapore 368314

DID: +65 6922-3511 Mobile: +65 8511-2203 Main Line: +65 6305-7299 Main Fax: +65 6285-8620 steven.chee@vw.com.sg

https://www.volkswagen.com.sg/



Internal

From: Ong Germaine (VGS - SG/Singapore) < Germaine.ong@vw.com.sg>

Sent: Thursday, 5 September 2019 6:06 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore)

<steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Shirley

We are not able to accept your repair limit

We need minimum of \$28,000

Best Regards,

Germaine Ong Body and Paint Department Volkswagen Group Singapore Pte Ltd 17 Tuas ave 9 Singapore 639197

Hp: +6592361588 germane.ong@vw.com.sg http://www.vw.com.sg



Internal

From: Shirley Hiew (LKK Auto) < ShirleyHiew@lkkauto.com>

Sent: Thursday, 5 September 2019 6:04 PM

To: Ong Germaine (VGS - SG/Singapore) < Germaine.ong@vw.com.sg>

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore)

<steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>
Subject: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Germaine,

As instructed by our client, please proceed at repair cost not exceeding \$23,000.00 (including check and supplementary parts and subject to excess \$500.00) to repair the insured vehicle **SGS 3739A** on part by part basis.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.
Thank you.
Best Regards,
Shirley Hiew Case Handler (On Behalf Veron)
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 email: <u>Sur@lkkauto.com</u> fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)