

Veron Chen (LKKAuto)

From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
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: Sur@lkkauto.com | fax: 6256-4315

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