

Veron Chen (LKKAUTO)

From: Hock Ann (LKK Auto)
Sent: Friday, 17 April 2020 1:13 PM
To: Veron Chen (LKKAUTO)
Cc: SUR; Bryan Ang (LKKAUTO)
Subject: Re: SLK 5939J FULL SET DOCUMENT
Attachments: SLK 5939J FULL SET DOCUMENT.pdf

Dear veron ,

kindly refer update full set document file and include finalized adjustment estimate marking .

can close this case.

thanks.

Best Regards,

Hock Ann | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6741 3061 | Email: HockAnn@lkkauto.com | fax: 6256-4315

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

From: Hock Ann (LKK Auto) <HockAnn@lkkauto.com>

Sent: Friday, April 17, 2020 11:37 AM

To: Jeslyn - VAG Singapore <jeslyn@vag.sg>

Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Subject: Re: SLK 5939J FINALIZED CLOSE CASE

Dear jeslyn,

Good day, o.k will be process base on finalized total amount COR \$ 6529.70 PART BY PART REPAIR and DOR 4 days close.

Noted : All finalized document > LOA ,LOD,DV,LTA need direct send to claim dept (CHINA TAIPING INSURANCE)

Afterward my management will send detail to your insurance officer email.

Thanks.

Best Regards,

Hock Ann | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6741 3061 | Email: HockAnn@lkkauto.com | fax: 6256-4315

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

From: Jeslyn - VAG Singapore <jeslyn@vag.sg>

Sent: Friday, April 17, 2020 10:10 AM

To: Hock Ann (LKK Auto) <HockAnn@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Re: SLK 5939J FINALIZED

Dear Hock Ann,

We accept part by part COR \$6,529.70 (before GST) with 04 working days of repair.

We will email you our Tax invoice & LOD shortly.

Kindly provide us with Officer In charge email so that we can forward to them our Tax Invoice & LOD too.

With warmest regards,

Jeslyn

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On Wed, Apr 15, 2020 at 5:02 PM Hock Ann (LKK Auto) <HockAnn@lkkauto.com> wrote:

Dear jeslyn,

Good day,

Regarding your request made in the last email, I have tried to merge with management know.

After the result management last adjustment offers to yours part/part repair total in conclusion amount is

COR - \$ 6529.70

DOR- 4 DAYS

please noted is agree reply on email soon ,we close this case.

thanks.

Best Regards,

Hock Ann | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6741 3061 | Email: HockAnn@lkkauto.com | fax: 6256-4315

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

From: Jeslyn - VAG Singapore <jeslyn@vag.sg>

Sent: Wednesday, April 1, 2020 5:07 PM

To: Hock Ann (LKK Auto) <HockAnn@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Re: SLK 5939J FINALIZED

Dear Hock Ann,

We have previously submitted our original supplier invoice to you, but the pricing on the invoice is the same as what we have given in the repair estimate. This is because previously when we submitted the supplier invoice, which is our cost price of the parts, the third party insurance company question us on why it is different from the repair estimate, which is the list price. Repair estimate is list price while supplier invoice is cost price, definitely the amount on the invoice is lower.

However, since this has caused issues for us, our supplier has provided us the invoices with list price, and has

issued separate credit notes for us to prevent issues when submitting original invoice. Please call me if you have any questions, it is easier to explain over the phone.

With warmest regards,
Jeslyn

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On Wed, Apr 1, 2020 at 2:35 PM Hock Ann (LKK Auto) <HockAnn@lkkauto.com> wrote:
Dear jeslyn,

Good day, sorry, I'm not convenient to answer the phone. However, this morning your assistant Jeffery had what app I questioned. I asked him to inform you. If you can't not accept the quotation given by our management program audit, whether you can provide us with the original purchase order? Will can help you submit to insurance, cos your required is part/part repair, please remember to send us a purchase invoice as soon as possible.

thanks.

Best Regards,
Hock Ann | Assistant Automotive Assessor
LKK Auto Consultants
Phone: 6741 3061 | Email: HockAnn@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jeslyn - VAG Singapore <jeslyn@vag.sg>
Sent: Wednesday, April 1, 2020 11:06 AM
To: Hock Ann (LKK Auto) <HockAnn@lkkauto.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Re: SLK 5939J FINALIZED

Dear Hock Ann,

Please call me back at 6958 1686 to rectify the issue as I'm unable to reach you at your mobile number.

It would be easier for me to explain to you on the phone rather than replying a lengthy email to explain.

With warmest regards,
Jeslyn

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On Tue, Mar 31, 2020 at 2:33 PM Hock Ann (LKK Auto) <HockAnn@lkkauto.com> wrote:

Dear jeslyn,

Good day, Regarding the reply that you cannot accept the current maintenance costs amount , we make the (without prejudice)according to your requirements PART/PART repair procedure be deduct 10% of the parts,The price management has been adjusted a bit, because your offer is a little higher than the market price.

please rivert back estimate marking and labour marking total amount part/part

thanks.

Best Regards,

Hock Ann | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6741 3061 | Email: HockAnn@lkkauto.com | fax: 6256-4315

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

From: Jeslyn - VAG Singapore <jeslyn@vag.sg>

Sent: Monday, March 30, 2020 12:29 PM

To: Hock Ann (LKK Auto) <HockAnn@lkkauto.com>

Subject: Re: SLK 5939J FINALIZED

Dear Hock Ann,

We are unable to accept the COR offer. It is too low to cover our costs.

Kindly counter propose.

With warmest regards,

Jeslyn

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On Fri, Mar 20, 2020 at 12:29 PM Claims Assistance - VAG Singapore <claims@vag.sg> wrote:

FYA. Try to counter propose a higher part price, price reduction quite high.

Best Regards,
Jeffrey

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----- Forwarded message -----

From: **Hock Ann (LKK Auto)** <HockAnn@lkkauto.com>

Date: Fri, Mar 20, 2020 at 10:55 AM

Subject: Re: SLK 5939J FINALIZED

To: Claims Assistance - VAG Singapore <claims@vag.sg>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>, SUR <sur@lkkauto.com>

Dear jeffey ,

Good day , Kindly attached refer SLK 5939 MERCEDES BENZ finalized updated calculate adjustment on 20.3.2020

total amount part/part repair cost,

COR - \$ 6260.95

DOR – 4 DAYS

if agree total PART/PART amount and repair days, will be to close case.

Please reply update soon asap

Thanks.

From: Hock Ann (LKK Auto)
Sent: Monday, March 16, 2020 6:15 PM
To: Claims Assistance - VAG Singapore <claims@vag.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: SLK5939J Before paint, supplementary and after repair photos

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear jeffey ,

Good day, received I will refer pass to management checking parts price before update finalized to yours soon .

Thanks.

Best Regards,
Hock Ann | Assistant Automotive Assessor
LKK Auto Consultants
Phone: 6741 3061 | Email: HockAnn@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg]
Sent: Friday, 13 March, 2020 9:43 AM
To: Hock Ann (LKK Auto)
Subject: SLK5939J Before paint, supplementary and after repair photos

Hi Hock Ann,

Please find the required photos for your reference.

Best Regards,
Jeffrey

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