

## Veron Chen (LKKAUTO)

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**From:** Derrick Tan <DerrickTan@iii.com.sg>  
**Sent:** Wednesday, 26 January 2022 2:39 PM  
**To:** Veron Chen (LKKAUTO); Sherini Pillai  
**Cc:** Wong Meiy (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Anthonidas Christopher Dass (VGS - SG/Singapore); SUR; Steve Chen (LKK Auto); Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)  
**Subject:** RE: [EXTERNAL] - RE: [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Hi Veron,

Thank you for your email.

We will arrange towing today.

Aside to Sherini,

Please take note.

Best Regards,

**Derrick Tan**  
**Motor & Work Injury Claims Department**  
**India International Insurance Pte Ltd**  
64 Cecil Street, #04/#05 IOB Building, Singapore 049711  
**Tel: 6347 6100, Ext – 264**

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Wednesday, 26 January 2022 1:57 pm  
**To:** Derrick Tan <DerrickTan@iii.com.sg>  
**Cc:** Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; SUR <sur@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>; Ong, Germaine (VWG Singapore) <germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <pearlyn.cheong@vw.com.sg>  
**Subject:** [EXTERNAL] - RE: [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Dear Derrick,

Kindly assist below email from Volkswagen

Best Regards,

**Veron Chen** | Case Handler

**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)

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**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Sent:** Wednesday, 26 January 2022 1:50 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Subject:** RE: [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Dear Veron

Pls let us know when the car will be tow out

Pls be inform that Volkswagen reserve the right to charge storage fee at \$50 per day

Best Regards,

Germaine Ong  
Body & Paint Supervisor  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9  
Singapore 639197

Hp: +6592361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



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Internal

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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, 24 January 2022 4:03 PM  
**To:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore)

<[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Subject:** RE: [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Dear Pearlyn,

Noted with thanks.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>  
**Sent:** Monday, 24 January 2022 3:55 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Subject:** RE: [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Dear Veron,

Sorry we are not able to repair at \$11,000.00.

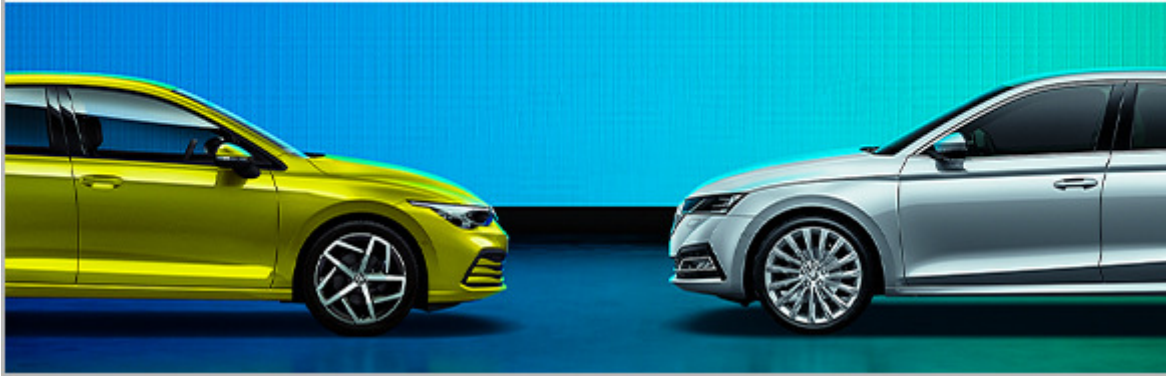
Thanks.

Best Regards,

Pearlyn Cheong  
Insurance Advisor Supervisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288  
Main Line: +65 6305 7299  
Main Fax: +65 6474 364  
[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, 24 January 2022 7:30 AM  
**To:** Ong Germaine (VGS - SG/Singapore) <[germaine.ong@vw.com.sg](mailto:germaine.ong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Subject:** [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Dear Germaine,

Any updates?

Kindly check vehicle able to repair at limit Not Exceeding \$11,000.00

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto)  
**Sent:** Friday, 21 January 2022 9:52 AM  
**To:** Ong, Germaine (VWG Singapore) <[germaine.ong@vw.com.sg](mailto:germaine.ong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Subject:** OD CLAIM SKP6909A DOA 18/01/2022

Dear Germaine,

Kindly check vehicle able to repair at limit Not Exceeding \$11,000.00

Best Regards,

**Veron Chen** | Case Handler

**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)

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