

Veron Chen (LKKAuto)

From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Wednesday, 26 January 2022 2:42 PM
To: Derrick Tan; 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); Cheong Pearlyn (VGS - SG/Singapore)
Subject: RE: [EXTERNAL] - RE: [EXT] RE: OD CLAIM SKP6909A DOA 18/01/2022

Dear Derrick

Thank you for your prompt reply

Please do let us know who is the towing provider

Last but not least, we will be charging your good company

towing fee \$195
estimate fee of \$300

Thank you

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
<http://www.vw.com.sg>



Internal

From: Derrick Tan <DerrickTan@iii.com.sg>
Sent: Wednesday, 26 January 2022 2:39 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Sherini Pillai <sherini@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 (VGS - SG/Singapore) <germaine.ong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <pearlyn.cheong@vw.com.sg>
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

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)

From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Wednesday, 26 January 2022 1:50 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.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>
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
<http://www.vw.com.sg>



Internal

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, 24 January 2022 4:03 PM
To: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.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>
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 | fax: 6256-4315

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

From: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>

Sent: Monday, 24 January 2022 3:55 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.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>

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

<http://www.vw.com.sg>



Internal

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, 24 January 2022 7:30 AM
To: Ong Germaine (VGS - SG/Singapore) <germaine.ong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; 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>
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 | fax: 6256-4315

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

From: Veron Chen (LKKAUTO)
Sent: Friday, 21 January 2022 9:52 AM
To: Ong, Germaine (VWG Singapore) <germaine.ong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; 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>
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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