

Shiau Chan (LKKAuto)

From: Rasul (LKKAuto)
Sent: Wednesday, 22 February 2023 12:51 PM
To: SUR; CS A Team
Subject: FW: SJK286R Re-Finalised

From: Alvina - AVANTAGE VAG <alvina@vag.sg>
Sent: Wednesday, 22 February 2023 12:50:30 pm (UTC+08:00) Kuala Lumpur, Singapore
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: Jeslyn - AVANTAGE VAG <jeslyn@vag.sg>
Subject: Re: SJK286R Re-Finalised

Hi Rasul,

Thank you for your reply.

We accept your offer of [cost of repair L/S \\$3,400.00 /- with 05 days of repair](#).

Kindly provide us with the OIC email.

Thank you

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Alvina Lin

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On Wed, Feb 22, 2023 at 8:59 AM Rasul (LKKAuto) <[Rasul@lkkauto.com](#)> wrote:
Hi Alvina

[Refer to attachment](#)

We will be advising our principal a cost of repair L/S \$3,400.00 /- with 05 days of repair, subject to their approval.

Kindly Acknowledge

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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

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From: Alvina - AVANTAGE VAG <alvina@vag.sg>

Sent: Tuesday, 21 February 2023 11:10 am

To: Rasul (LKKAuto) <Rasul@lkkauto.com>; Finalization <finalization@lkkauto.com>

Cc: Jeslyn - AVANTAGE VAG <jeslyn@vag.sg>

Subject: Re: SJK286R

Dear Sir/Mam,

We emailed you to request a re-offer and didn't get any reply.

Kindly advise on the re-offer finalised amount.

Thank you

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Alvina Lin

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On Mon, Feb 13, 2023 at 9:43 AM Alvina - AVANTAGE VAG <alvina@vag.sg> wrote:

Dear Sir/Mdm,

Kindly advise on the re-offer finalised amount.

Thank you

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Alvina Lin

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On Wed, Jan 25, 2023 at 12:52 PM Alvina - AVANTAGE VAG <alvina@vag.sg> wrote:
Hi Rasul,

It has been almost 3 months, we emailed you to request a re-offer and didn't get any reply.

Kindly advise on the re-offer finalised amount.

Thank you

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Alvina Lin

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On Thu, Jan 5, 2023 at 11:11 AM Alvina - AVANTAGE VAG <alvina@vag.sg> wrote:
Hi Rasul,

Kindly advise on the re-offer finalised amount.

Thank you

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Alvina Lin

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On Tue, Oct 11, 2022 at 11:31 AM Jeslyn - AVANTAGE VAG <jeslyn@vag.sg> wrote:
Hi Zenrick,

The offer is too low, I'm trying to get them to counter offer.

Can you take a look at the labour fee that they charge us and see where we can increase it and how much?

How much is our labour per day?

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Jeslyn

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

From: **Rasul (LKKAuto)** <Rasul@lkkauto.com>
Date: Tue, Oct 11, 2022 at 9:40 AM
Subject: Re: SJK286R
To: Jeslyn - AVANTAGE VAG <jeslyn@vag.sg>

Hi Jeslyn,

How much is labour per day?

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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

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From: Jeslyn - AVANTAGE VAG <jeslyn@vag.sg>
Sent: Monday, 10 October 2022 9:58 am
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: Re: SJK286R

Hi Rasul,

We are unable to accept your offer as it is too low to cover our costs.

The RH Rear wheel rim is way too low and the labour you offered is too low.

Kindly counter-propose.

Many thanks

"Thousands of AVANTAGE Club members enjoy a 10% discount on servicing, repairs, tuning and spray painting, plus a comprehensive 2-year warranty on the genuine parts we use for repairs. There are other great member benefits, ask me about it when you come in!"

With warmest regards,
Jeslyn

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

From: **Rasul (LKKAuto)** <Hi>
Date: Fri, Oct 7, 2022 at 4:09 PM
Subject: Re: SJK286R
To: Claims Assistance - AVANTAGE VAG <claims@vag.sg>

Hi Zenrick,

[Refer to attachment](#)

We will be advising our principal a cost of repair L/S \$3,100.00 /- with 05 days of repair, subject to their approval.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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

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From: Claims Assistance - AVANTAGE VAG <claims@vag.sg>

Sent: Wednesday, 21 September 2022 1:59 pm

To: Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: SJK286R

Dear Rasul

The Before Paint and Check item Photos are attached for your perusal.

With warmest regards,

Zenrick
Motor Claim Dept

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