

Veron Chen (LKKAuto)

From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 1 December 2022 4:37 PM
To: Lim, Sharon (Allianz Insurance Singapore); Meng Yan (LKK Auto); SUR; assignments
Cc: Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore);
Anthonidas Christopher (VGS - SG/Singapore); Oh Huiwen (VGS - SG/Singapore);
Oh Aikseong (VGS - SG/Singapore)
Subject: RE: [EXT] RE: RE: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022 OUR
REF 2022 22007633

Hi Sharon,

Yes, VW will assist in the uninsured losses, please kindly recover the cost of repair on your end. Thank you.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217
Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>

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From: Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>
Sent: Thursday, 1 December 2022 4:30 pm
To: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>;
SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Oh Aikseong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: [EXT] RE: RE: RE: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022 OUR REF 2022 22007633

Internal

Dear Shu Shi

We will seek BOLA recovery for Cost of repair only.

For the Uninsured losses, we are unable to represent the client in our recovery, as it was not a cost incurred by AIS.

We seek your understanding on this matter.

Thank you.

Sharon Lim
Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C
79 Robinson Road #09-01 Singapore 068897



From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, December 1, 2022 3:52 PM
To: Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Oh Aikseong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: [EXT] RE: [EXT] RE: RE: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022 OUR REF 2022 22007633

Dear Claims

Please see attached final bill for your processing.

Please kindly assist customer in his/her recovery.

Thank you.

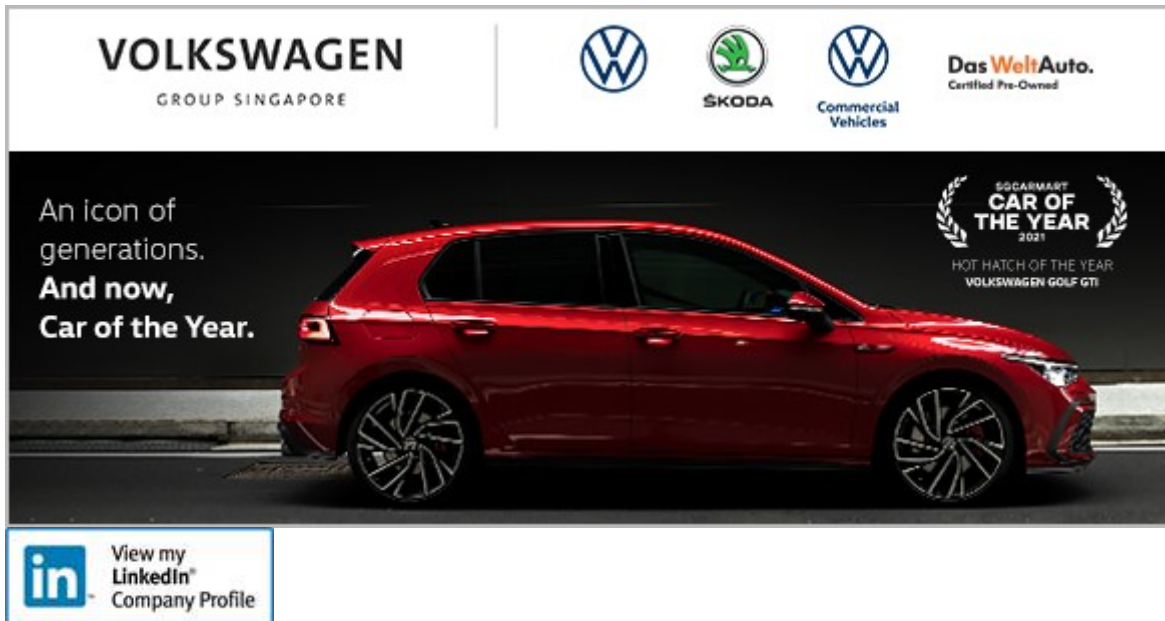
Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>
Sent: Thursday, 27 October 2022 2:48 pm
To: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Oh Aikseong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: [EXT] RE: RE: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022 OUR REF 2022 22007633

Internal

Dear ShuShi

The vehicle had authorized, please refer to enclosed email.

Insured is entitled to Courtesy Car or \$50 Transport Allowance.

For Courtesy Car activation, please call Allianz Contact Centre @ 1800 222 1818, press option 1 for claims, followed by option 2 and inform them of the Surveyor's recommended repair duration, up to 10days whichever is lower. For this case, the surveyor recommended 12 days.

For this case, the surveyor recommended 12 days hence we will effect payment of \$500.

To facilitate the payment, please furnish us your bank account details below:

Bank account details

Account Name:	
Bank Name:	
Bank Account No.:	
Bank Branch:	
Bank Code:	
Swift Code:	

Thank you.

Sharon Lim
Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C
79 Robinson Road #09-01 Singapore 068897



From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Thursday, October 27, 2022 8:54 AM

To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>

Cc: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Oh Aikseong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>

Subject: [EXT] RE: [EXT] RE: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022

Hi,

Vehicle had been survey, please let me know if claim authorised?

Also, please let me know if policy entitle to any replacement vehicle or loss of use benefit?

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217
Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>

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From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>

Sent: Wednesday, 26 October 2022 10:13 am

To: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims (AGCS) <claims@allianz.com.sg>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore)

<christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Oh Aikseong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>

Subject: [EXT] RE: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022

Dear Shu Shi,

Thank you for the email.

We will arrange accordingly.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Tuesday, 25 October 2022 6:18 PM

To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims (AGCS) <claims@allianz.com.sg>

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore)

<christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Oh Aikseong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>

Subject: SJL1749K - ALLIANZ OD/RECOVERY - DOA: 22/10/2022

Dear Claims,

Please arrange survey at 17 Tuas Ave 9, Singapore 639197, vehicle in workshop.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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