

## Xin Yu (LKK Auto)

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**From:** Xin Yu (LKK Auto)  
**Sent:** Wednesday, February 8, 2023 10:28 AM  
**To:** Germaine.ong@vw.com.sg  
**Cc:** Cheong, Pearlyn (VWG Singapore); Tang, Shu Shi (VWG Singapore); Anthonidas Christopher Dass (VGS - SG/Singapore); Oh Hui Wen (VGS - SG/Singapore); Wong, Mei (VWG Singapore); SUR  
**Subject:** RE: OD CLAIM SMQ9683B DOA: 02/02/2023

Dear Sir/Madam,

As instructed by our client, please proceed to repair the insured vehicle **SMQ 9683B (Excess \$1100/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Thanks and Best Regards,

**Xin Yu** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Sent:** Monday, February 6, 2023 10:06 AM  
**To:** Germaine.ong@vw.com.sg; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>  
**Subject:** RE: OD CLAIM SMQ9683B DOA: 02/02/2023

Dear Germaine,

Noted with thanks.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@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:** Monday, 6 February 2023 9:50 AM  
**To:** Claims (AGCS) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Mei (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher (VGS -

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

**Subject:** OD CLAIM SMQ9683B DOA: 02/02/2023

Dear Claim

Please see attached GIA report

Please arrange survey at 17 Tuas ave 9

Vehicle at workshop

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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