

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 14 March 2023 9:22 AM
To: Tang Shushi (VGS - SG/Singapore); SUR; assignments
Cc: Cheong Pearlyn (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Anthonidas Christopher (VGS - SG/Singapore); Oh Huiwen (VGS - SG/Singapore)
Subject: RE: [EXT] RE: RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023 OUR REF 2023 32005950

Dear Shu Shi,

As instructed by our client, please proceed to repair the insured vehicle **SMZ 9286S (Excess \$600/-)**.

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.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@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: Monday, March 13, 2023 6:59 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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: RE: [EXT] RE: RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023 OUR REF 2023 32005950

Dear Claims,

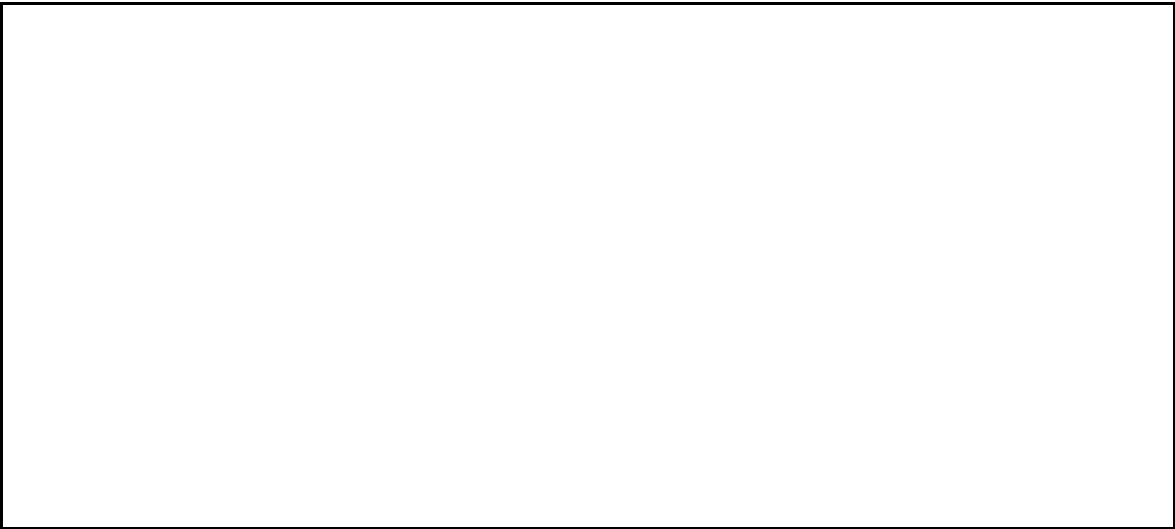
Any update if claim authorised?

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/>



Internal

From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 10 March 2023 2:26 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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS -

SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: RE: [EXT] RE: RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023 OUR REF 2023 32005950

Dear Sharon,

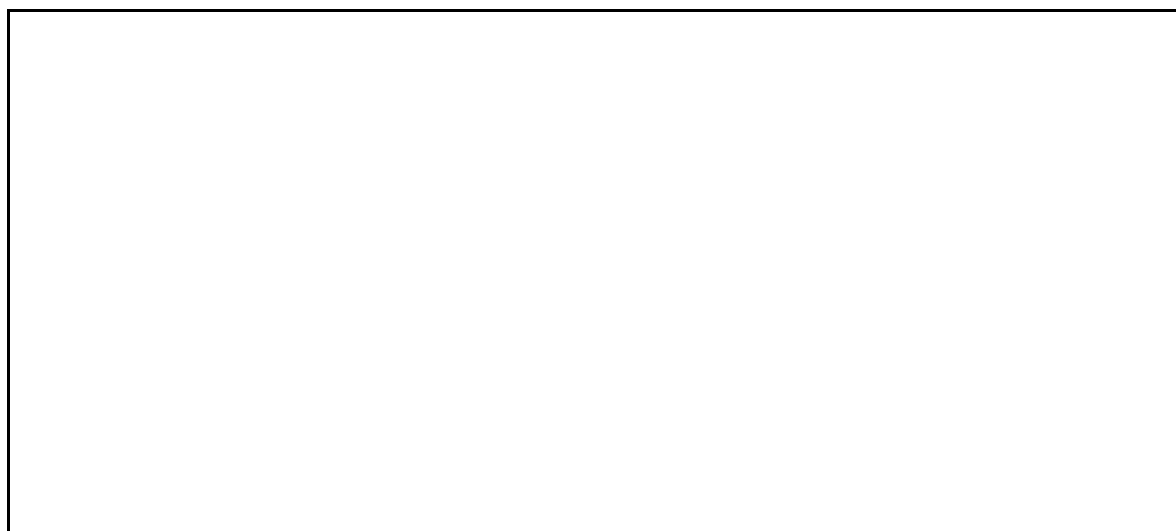
Thank you very much, vehicle had been survey, please let us know if claim authorised and excess payable, thank you.

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/>



Internal

From: Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>
Sent: Thursday, 9 March 2023 6:13 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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: [EXT] RE: RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023 OUR REF 2023 32005950

Internal

Dear Shushi

In view that this case was wrongly assigned to LKK by you and FTA not able to survey this vehicle tomorrow, we will allow LKK to survey.

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, March 9, 2023 4:44 PM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>; Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: [EXT] RE: [EXT] RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023

Hi Sharon,

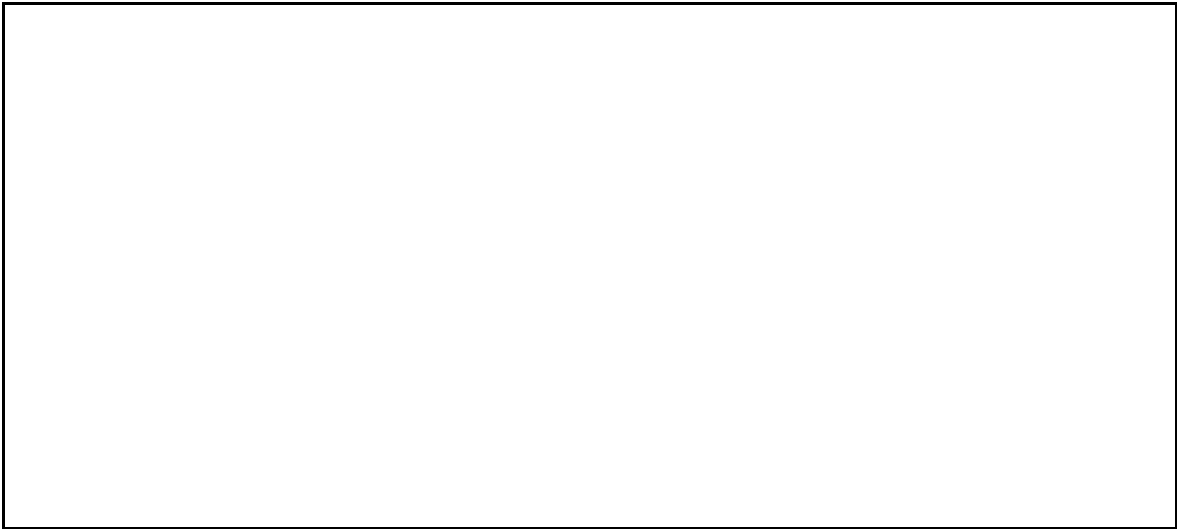
As mentioned, as the case was send to LKK, please kindly assigned LKK for this survey, thank you.

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/>



Internal

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Thursday, 9 March 2023 10:19 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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: RE: [EXT] RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023

Dear Shushi,

Noted. Appointment confirmed.

Best Regards,
Yan | Admin
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: Thursday, 9 March 2023 10:13 AM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims (AGCS) <claims@allianz.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: RE: [EXT] RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023

Hi,

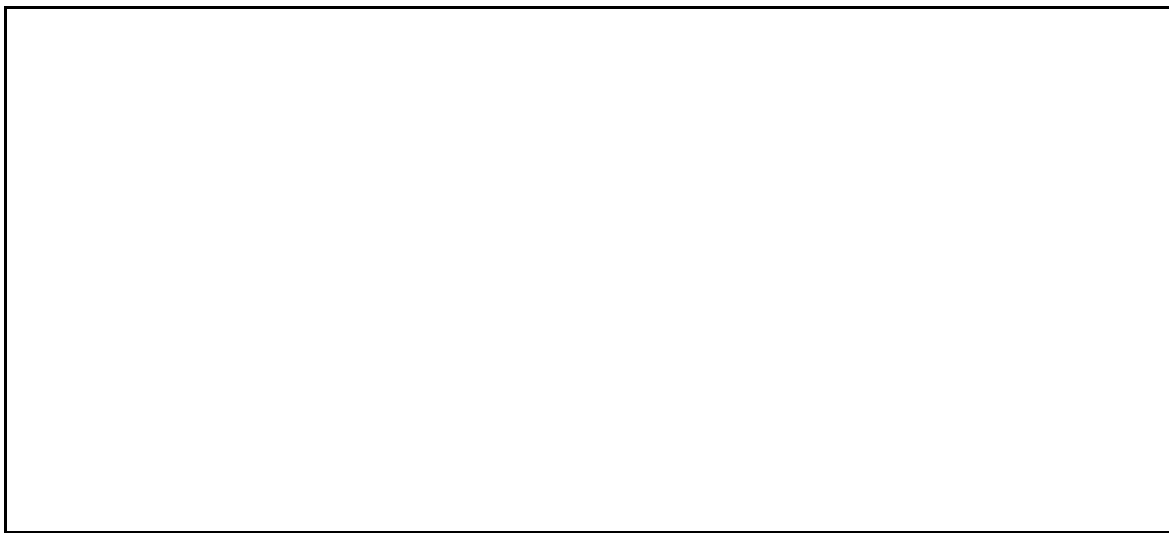
Appointment confirm 10/3/2023 @ 11.30am – 12.30pm.

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/>



Internal

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Thursday, 9 March 2023 10:04 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: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: [EXT] RE: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023

Dear Shushi,

Can we arrange survey on 10.3.23(Friday) between 11.30am – 12.30pm?

Best Regards,

Yan | Admin

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: Thursday, 9 March 2023 9:30 AM
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims (AGCS) <claims@allianz.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: SMZ9286S - ALLIANZ NON IN HOUSE OD - DOA 3/3/2023

Dear LKK,

Please kindly arrange survey tomorrow urgently, please let me know the time, owner waiting.

Thank you.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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