

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 14 April 2023 4:34 PM
To: Ong Germaine (VGS - SG/Singapore); Tang Shushi (VGS - SG/Singapore); SUR
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: OD CLAIM SNJ7626E DOA: 07/04/2023

Dear Germaine,

As instructed by our client, please proceed to repair the insured vehicle **SNJ 7626E (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: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Friday, April 14, 2023 4:13 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@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: OD CLAIM SNJ7626E DOA: 07/04/2023

Dear Shiau Chan

We don't agree on the repair limit

Currently the amount is \$5,771.08 and we have not dismantle to see any supplementary

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, April 14, 2023 4:10 PM
To: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>; 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>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@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: OD CLAIM SNJ7626E DOA: 07/04/2023

Dear Germaine,

As instructed by our client, please proceed to repair the insured vehicle **SNJ 7626E at repair cost up to \$4,600.00. (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: Friday, April 14, 2023 3:14 PM

To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@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>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@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: OD CLAIM SNJ7626E DOA: 07/04/2023

Hi,

Vehicle had been survey, please let me know 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

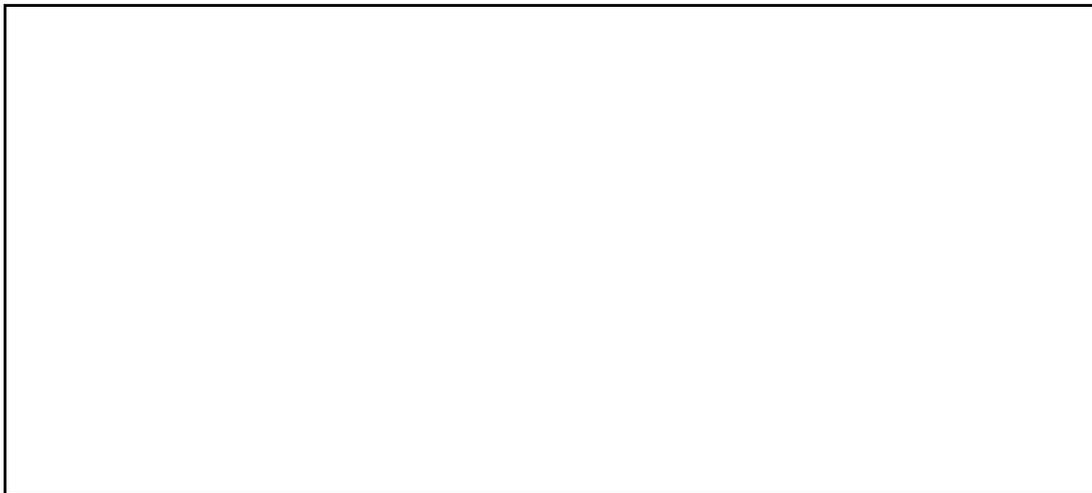
Mobile: +65 9386 7833

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: shushi.tang@vw.com.sg

<https://www.volkswagen.com.sg/>



Internal

From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

Sent: Tuesday, April 11, 2023 4:53 PM

To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@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>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: OD CLAIM SNJ7626E DOA: 07/04/2023

Dear LKK

Pls see attached GIA report and estimate

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



Internal