

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 27 June 2023 11:49 AM
To: Oh Huiwen (VGS - SG/Singapore)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Tang Shushi (VGS - SG/Singapore); SUR; Anthonidas Christopher (VGS - SG/Singapore)
Subject: RE: SMS9897R ALLIANZ ARF OD CLAIM - DOA :19/06/2023

Dear Hui Wen,

As instructed by our client, please proceed to repair the insured vehicle **SMS 9897R (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: Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Sent: Wednesday, June 21, 2023 10:11 AM
To: claims@allianz.com.sg; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Subject: RE: SMS9897R ALLIANZ ARF OD CLAIM - DOA :19/06/2023
Importance: High

Dear Claims,

Please revert on survey arrangement for this claim.

Vehicles with customer. As requested customer want fix the survey appointment on this Friday 23th June 2023 @10:00am (by appointment).

Kindly revert to confirm. Thank you very much for your kind assist.

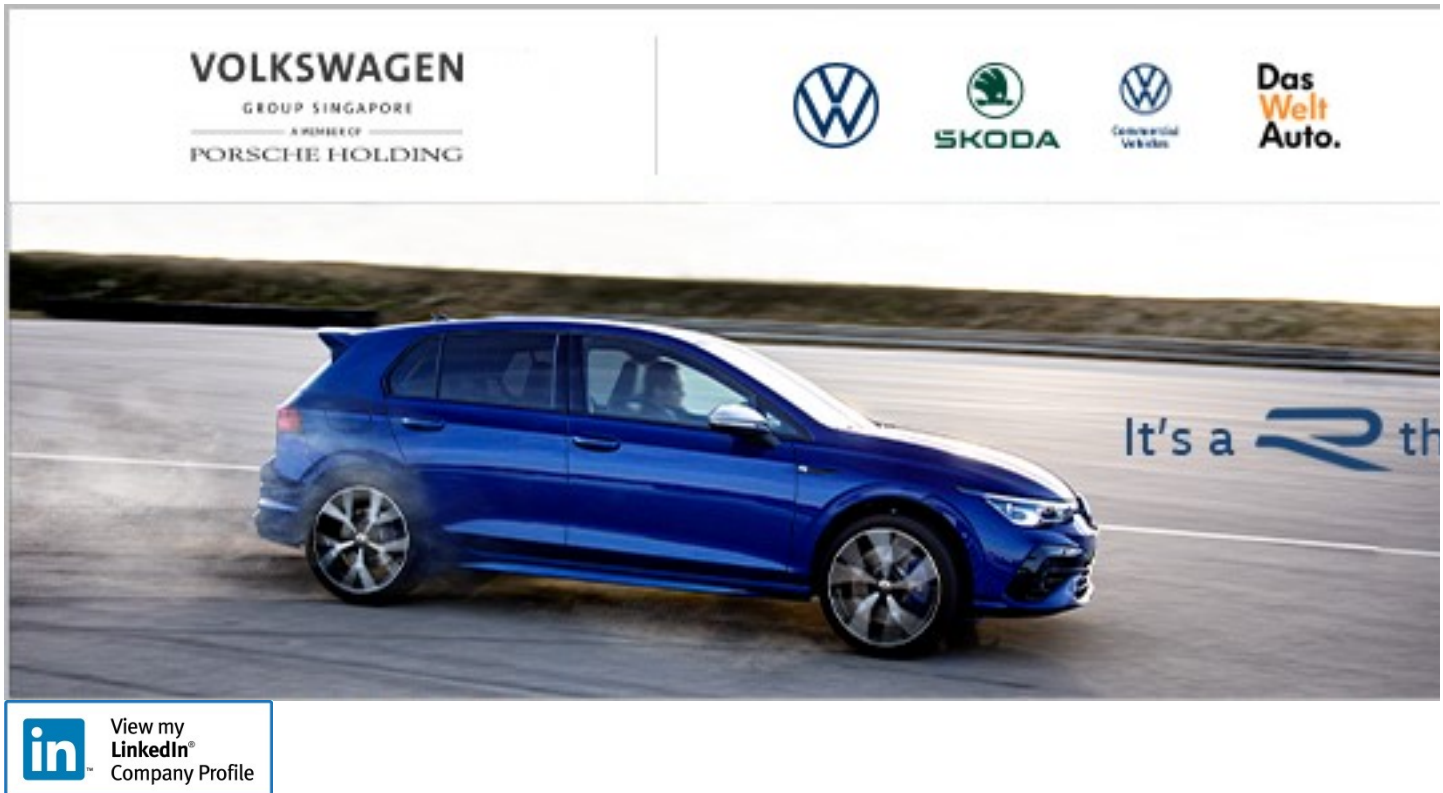
Pending customer sign on the addendum form. Will resubmit the amended report.

Best Regards,

Oh Hui Wen
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Mobile: +65 9115 1092
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: huiwen.oh@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Sent: Wednesday, June 21, 2023 9:30 AM
To: claims@allianz.com.sg; sur@lkkauto.com; cs-a@lkkauto.com
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Subject: SMS9897R ALLIANZ ARF OD CLAIM - DOA :19/06/2023

Dear Claims,

Please revert on survey arrangement for this claim.

Vehicles with customer. As requested customer want fix the survey appointment on afternoon time (by appointment) 12:30pm to 1:00pm.

Kindly revert to confirm. Thank you very much for your kind assist.

Pending customer sign on the addendum form. Will resubmit the amended report.

Best Regards,

Oh Hui Wen
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176

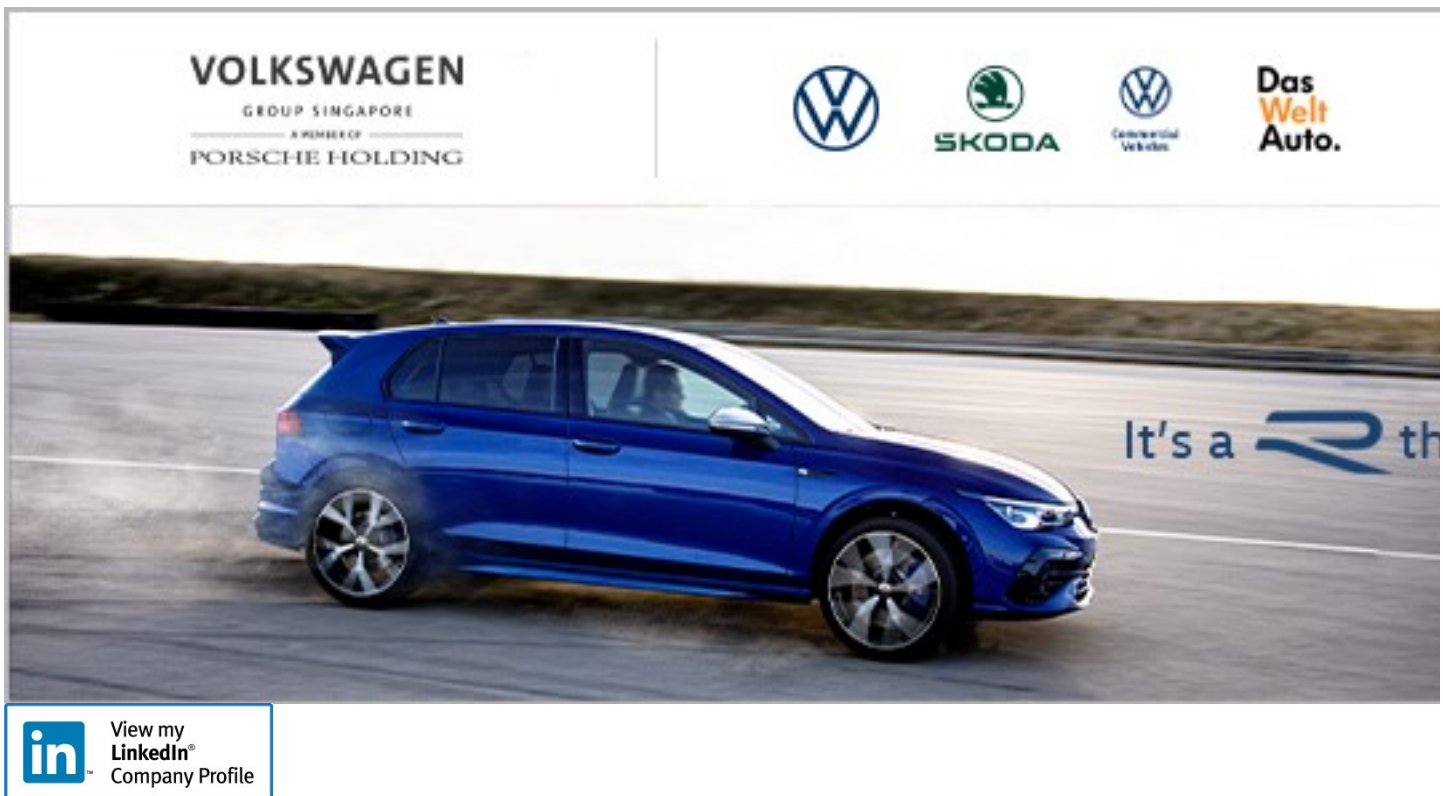
Mobile: +65 9115 1092

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: huiwen.oh@vw.com.sg

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



Internal