

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Thursday, 12 March 2020 1:54 PM
To: Ivy Yong
Cc: Admin-D (LKKAuto); Admin A; Mei Kwan (LKKAuto)
Subject: RE: Claims ref no. (P) CDMPG20000134

Dear Ivy,

According to surveyor, the rear bumper of TP vehicle was distorted/deformed.

A sign of an impact force acting onto the rear portion of TP.

There was no paint transfer on TP as the impact force was minor to cause paint transfer.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Thursday, 12 March 2020 11:56 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. (P) CDMPG20000134

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9197
ivy.yong@ergo.com.sg

www.ergo.com.sg

The ERGO logo consists of the word "ERGO" in a bold, red, sans-serif font. The letters are slightly shadowed, giving it a 3D appearance.

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From: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]
Sent: Thursday, 12 March 2020 11:55 am
To: Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. (P) CDMPG20000134

Dear Ivy,

May we request your Insured GIA Report.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 6 March 2020 11:30 AM
To: Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. (P) CDMPG20000134

Dear Ivy,

Will check and revert to you

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Friday, 6 March 2020 11:27 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. (P) CDMPG20000134

Hi Denise,

Our insured reported no collision.

Please advise any paint transfer onto TP vehicle?

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9197
ivy.yong@ergo.com.sg



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From: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]
Sent: Friday, 6 March 2020 11:07 am
To: Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. (P) CDMPG20000134

Dear Ivy,

Enclosed soft copy of survey report.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

-----Original Message-----

From: Ivy Yong <ivy.yong@ergo.com.sg>

Sent: Friday, 6 March, 2020 10:41 AM

To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Subject: RE: Claims ref no. (P) CDMPG20000134

Hi All,

LOD received, please let us have your SR & Invoice.

Thank you

Data Classification: Confidential, C3

Warmest Regards,

Ivy Yong

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five Singapore 038985

DID.: +65 6829 9197

ivy.yong@ergo.com.sg

www.ergo.com.sg

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-----Original Message-----

From: Pauline Soh

Sent: Tuesday, 21 January 2020 3:57 pm

To: Admin-D (LKKAUTO (admin-d@lkkauto.com) <admin-d@lkkauto.com>; Admin A (admin-a@lkkauto.com) <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>

Cc: Ivy Yong <ivy.yong@ergo.com.sg>; Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>

Subject: Claims ref no. (P) CDMPG20000134

Date Classification : Confidential, C3

**** NOTE:** Please create case, input our Claim ref no. and upload ALL survey related documents into Merimen. Payment invoices shall be ignored for cases that are not submitted via Merimen.

Hi LKK,

Please conduct this survey request.

(Note: Survey vehicle only, LOD will be handled by Ergo)

Kindly inform us if you are not able to attend it.

Thank you.

Warmest Regards,

Pauline Soh

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five Singapore 038985

DID.: +65 6829 9194

pauline.soh@ergo.com.sg

www.ergo.com.sg

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-----Original Message-----

From: CLAIMS01 [mailto:claims01@ergo.com.sg]

Sent: Tuesday, 21 January 2020 3:30 pm

To: Pauline Soh

Subject: Scan Data from CLAIMS01

Number of Images: 7
Attachment File Type: PDF

Device Name: CLAIMS01
Device Location: