

## Shiau Chan (LKKAUTO)

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**From:** Ivy Yong <ivy.yong@ergo.com.sg>  
**Sent:** Wednesday, 21 October 2020 4:14 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department); Admin A; Admin-D (LKKAUTO); Mei Kwan (LKKAUTO)  
**Cc:** Phoebe Xie  
**Subject:** RE: SHB342H - Survey (Ergo) - CDMCG20001511  
**Attachments:** 2041 - 342.pdf

Dear Pauline,

Please send NR.

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](mailto:ivy.yong@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Wednesday, 21 October 2020 2:56 pm  
**To:** Ivy Yong <ivy.yong@ergo.com.sg>; BThaiyalN@smrt.com.sg; 'Admin A' <admin-a@lkkauto.com>; Admin-D (LKKAUTO (admin-d@lkkauto.com) <admin-d@lkkauto.com>; Mei Kwan (LKKAUTO (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>  
**Cc:** Phoebe Xie <phoebe.xie@ergo.com.sg>  
**Subject:** FW: SHB342H - Survey (Ergo)

Hi Ivy

Please register, upload this email and inform LKK our claims ref no. Thank you.

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  
Executive

**ERGO Insurance Pte. Ltd.**

5 Temasek Boulevard #04-05 | Suntec Tower Five | Singapore 038985  
DID.: +65 6829 9194

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[BThaiyalN@smrt.com.sg](mailto:BThaiyalN@smrt.com.sg)>

**Sent:** Wednesday, 21 October 2020 2:33 pm

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>

**Cc:** Yeo Poh Suan (Auto Svcs/ARC/ARC/Taxis) <[YeoPohsuan@smrt.com.sg](mailto:YeoPohsuan@smrt.com.sg)>; Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis) <[TuckFoo@smrt.com.sg](mailto:TuckFoo@smrt.com.sg)>; Koo Yew Chung (Auto Svcs/ARC/ARC) <[YewChung@smrt.com.sg](mailto:YewChung@smrt.com.sg)>; Grace Ng Siu Ching (Auto Svcs/ARC/ARC/Taxis) <[ngsiuching@smrt.com.sg](mailto:ngsiuching@smrt.com.sg)>; Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[weisiong@smrt.com.sg](mailto:weisiong@smrt.com.sg)>; Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis) <[kimming.chin@smrt.com.sg](mailto:kimming.chin@smrt.com.sg)>; Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis) <[ANGBANGKIEN@smrt.com.sg](mailto:ANGBANGKIEN@smrt.com.sg)>

**Subject:** RE:SHB342H - Survey (Ergo)

Dear Sir /Mdm,

Kindly arrange to survey the vehicle **SHB342H** within 48 hours according to GIA guide line, involving your insured **GZ6140U**

Insurance Company : **ERGO**  
Vehicle in **Woodlands. SMRT Depot**

***\*Please arrange LKK / VICOM to survey our taxi***

Regards  
Shanti  
SMRT Automotive Services PTE LTD  
Accident Reporting Center (Claims Dept)  
6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



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