

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 1 July 2021 9:30 AM
To: Ivy Ratilla; SUR; Admin A
Subject: FW: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021
Attachments: SMX6822A.pdf

Dear Ivy,

Our surveyor has contacted insured. According to insured the video already deleted.

Insured said that he has 1 photo to show the assisting damages ,however he has not sent to us yet.

According to MG Solution , due to the matter is complicated, they will pass to lawyer to handle.

For your information.

Best Regards,
Veron Chen | 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 [mailto:ivy.yong@ergo.com.sg]
Sent: Wednesday, 23 June 2021 2:20 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Denise

Please refer attached insured GIA report.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower 3
Singapore 038988
DID.: +65 6829 9197
ivy.yong@ergo.com.sg | www.ergo.com.sg



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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Wednesday, 23 June 2021 11:22 am
To: Ivy Yong <ivy.yong@ergo.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Ivy,

Our surveyor would like to request a copy of the OI GIA with the accident photograph.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Monday, 21 June 2021 4:58 PM
To: Ivy Yong <ivy.yong@ergo.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: Re: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Monday, 21 June 2021 4:56 PM

To: Ivy Yong <ivy.yong@ergo.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: Re: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Ivy,

According to our surveyor there is a video footage.

Please see attached

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Monday, 21 June 2021 12:26 PM

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

Subject: RE: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Veron,

May I have your update please.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower 3
Singapore 038988
DID.: +65 6829 9197
ivy.yong@ergo.com.sg | www.ergo.com.sg

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Monday, 14 June 2021 3:55 pm

To: Ivy Yong <ivy.yong@ergo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Subject: RE: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Ivy,

We will check and revert.

Best Regards,

Veron Chen | 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: Monday, 14 June 2021 3:22 PM

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. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear LKK,

Insured adamant that the damage on the third party vehicle was before the accident.

He wants to challenge the cost of repair.

Kindly advise any paint transfer or photo to show insured that the damage was caused by the insured driver.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower 3
Singapore 038988
DID.: +65 6829 9197

ivy.yong@ergo.com.sg | www.ergo.com.sg



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From: ERGO Insurance Pte. Ltd. (Claims Department)

Sent: Tuesday, 20 April 2021 2:11 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>; mg3solution@gmail.com

Subject: Claims ref no. CDMPG21000693 SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

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.

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988
DID.: +65 6829 9194

pauline.soh@ergo.com.sg | www.ergo.com.sg

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From: Sharon <mg3solution@gmail.com>

Sent: Tuesday, 20 April 2021 11:16 am

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

Subject: FW: SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Person In Charge,

Please refer to the attached file and arrange for pre-inspection.(CAR NOT IN)

we prefer our single joint expert as below:

ADRIAN LING WAI PING	LKK AUTO CONSULTANTS PTE LTD
----------------------	------------------------------

Thank You.

Best Regards,
Ms Hong

MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing)
#02-03B Vicom Inspection Centre
Singapore 415933
Tel : 6744 4165
Fax : 6744 4604

From: MG Solution [<mailto:mg3solution@gmail.com>]

Sent: Monday, 19 April, 2021 4:55 PM

To: ERGO-HQ <claims@ergo.com.sg>

Subject: SLM2910A-(PRE-INSPECTION) ; YOUR REF : SMX6822A -DOA ON 09/04/2021

Dear Person In Charge,

Please refer to the attached file and arrange for pre-inspection.(CAR NOT IN)

we prefer our single joint expert as below:

ADRIAN LING WAI PING	LKK AUTO CONSULTANTS PTE LTD
----------------------	------------------------------

Thank You.

Best Regards,
Ms Hong

MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing)
#02-03B Vicom Inspection Centre
Singapore 415933
Tel : 6744 4165
Fax : 6744 4604

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