

## Veron Chen (LKKAuto)

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**From:** Naz (LKKAuto)  
**Sent:** Monday, 23 August 2021 1:22 PM  
**To:** Ivy Yong  
**Cc:** Zheng Hanyang; Phoebe Xie; SUR; Veron Chen (LKKAuto); Bryan Ang (LKKAuto)  
**Subject:** Re: FW: Claims ref no. CDMPG21000693 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021  
**Attachments:** SLM 2910A HEIGHT MEASUREMENT REPORT.pdf

Dear Ms Yong,

Attached herewith is the Height Measurement Report.

Thank you.

Best Regards,

**Naz** | Technical Investigator

### LKK Auto Consultants

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Naz (LKKAuto) <Naz@lkkauto.com>  
**Sent:** Thursday, 19 August 2021 1:52 PM  
**To:** Ivy Yong <ivy.yong@ergo.com.sg>  
**Cc:** Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; SUR <sur@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Subject:** Re: FW: Claims ref no. CDMPG21000693 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021

Dear Ms Yong,

I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

### LKK Auto Consultants

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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

**Sent:** Tuesday, 17 August 2021 10:51 AM

**To:** Ivy Yong <ivy.yong@ergo.com.sg>; Naz (LKKAuto) <Naz@lkkauto.com>

**Cc:** Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: FW: Claims ref no. CDMPG21000693 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021

Dear Ivy,

Thank you for the email.

**Dear Naz,**

**Kindly updates height measurement report.**

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)

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**From:** Ivy Yong [mailto:ivy.yong@ergo.com.sg]

**Sent:** Tuesday, 17 August 2021 10:44 AM

**To:** MG Solution <mg3solution@gmail.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Cc:** Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>

**Subject:** RE: FW: Claims ref no. CDMPG21000693 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021

Dear Ms Wong,

We have conducted inspection and height measurement.

Pending for survey report from our surveyor.

Aside to Veron,

Kindly let us have your update and survey 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](mailto:ivy.yong@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)

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

**Sent:** Monday, 16 August 2021 4:29 pm

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

**Cc:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>

**Subject:** Re: FW: Claims ref no. CDMPG21000693 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021

Your Ref: **CDMPG21000693 (SMX6822A)**

Our Ref: **SLM2910A**

Dear Sir/Madam,

Please refer to the below mentioned email, as we have sent out our LOD previously to your side on 10/06/2021, 12/07/2021 & 19/07/2021.

We have not received any offer from your side.

Resend LOD for your reference and hope to receive an offer from your side soon.

Best Regards,

**Ms Wong**  
**MG SOLUTION PTE LTD**  
No 23 Kaki Bukit Avenue 4  
AAS Kaki Bukit Centre  
#02-03B Singapore 415933  
Tel: 6243 1373 | Fax: 6243 1376

On Mon, Jul 19, 2021 at 1:12 PM Sharon <[mg3solution@gmail.com](mailto:mg3solution@gmail.com)> wrote:

Your Ref: **CDMPG21000693 (SMX6822A)**  
Our Ref: **SLM2910A**

Dear Sir/Madam,  
We refer to our LOD sent on 10/06/2021 and on 12/07/2021.  
Please let us have your offer soon.  
Looking forward to your reply soon.  
Thank You.

Best Regards,  
Sharon Chia  
MG Solution Pte Ltd  
Phone: 6243-1373 | fax: 6243 1376  
23 Kaki Bukit Avenue 4 | S(415933)

**From:** MG Solution [mailto:[mg3solution@gmail.com](mailto:mg3solution@gmail.com)]  
**Sent:** Monday, 12 July, 2021 12:26 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>  
**Subject:** Re: Claims ref no. CDMPG21000693 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021

Your Ref: **CDMPG21000693 (SMX6822A)**  
Our Ref: **SLM2910A**

Dear Sir/Madam,

Please refer to the below mentioned email, as we have sent out our LOD previously to your side on 10/06/2021.  
We have not received any offer from your side.  
Resend LOD for your reference and hope to receive an offer from your side soon.

Best Regards,

**Ms Wong**  
**MG SOLUTION PTE LTD**

No 23 Kaki Bukit Avenue 4  
AAS Kaki Bukit Centre  
#02-03B Singapore 415933  
Tel: 6243 1373 | Fax: 6243 1376

On Fri, Jun 11, 2021 at 11:26 AM ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

Hi Ms Wong

We acknowledge receipt of your documents. My colleagues will look into this soon.

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



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

**Sent:** Thursday, 10 June 2021 11:52 am

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>

**Subject:** 3rd Party Claim for Accident involving Vehicle SLM2910A & SMX6822A on 09/04/2021

Your Ref: **CDMPG21000693 (SMX6822A)**

Our Ref: **SLM2910A**

Dear Sir/Madam,

Please find attached our LOD for your onward action.

Please feel free to contact the under mentioned should you require any further information.

Your prompt action will be greatly appreciated.

Best Regards,

**Ms Wong**

**MG SOLUTION PTE LTD**

No 23 Kaki Bukit Avenue 4

AAS Kaki Bukit Centre

#02-03B Singapore 415933

Tel: 6243 1373 | Fax: 6243 1376

On Wed, Apr 21, 2021 at 5:34 PM Sharon <[mg3solution@gmail.com](mailto:mg3solution@gmail.com)> wrote:

Dear All,

We refer to our email dated on 20<sup>th</sup> April 2021.

Can you kindly confirm that vehicle SMX6822A is insured with Ergo at the point of time?

We would like to have a copy of the statement as this is a hit and run accident.

Thank You.

Best Regards,

Sharon Chia

MG Solution Pte Ltd

Phone: 6243-1373 | fax: 6243 1376

23 Kaki Bukit Avenue 4 | S(415933)

---

**From:** Sharon [mailto:[mg3solution@gmail.com](mailto:mg3solution@gmail.com)]

**Sent:** Tuesday, 20 April, 2021 2:21 PM

**To:** 'ERGO Insurance Pte. Ltd. (Claims Department)' <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Ivy Yong' <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; 'Zheng Hanyang' <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; 'Phoebe Xie' <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>

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

Dear All,

We refer to below, please confirm that the above vehicle number **SMX6822A DOA 09/04/2021** is insured with Ergo

As the LTA search found on the LTA website is under Liberty Insurance.

Please also let us have a copy of the statement and advise on the liability as this is a hit and run accident.

Thank You.

Best Regards,  
Sharon Chia  
MG Solution Pte Ltd  
Phone: 6243-1373 | fax: 6243 1376  
23 Kaki Bukit Avenue 4 | S(415933)

---

**From:** ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]  
**Sent:** Tuesday, 20 April, 2021 2:11 PM  
**To:** Admin-D (LKKAuto ([admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto ([Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>; [mg3solution@gmail.com](mailto: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](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Sharon <[mg3solution@gmail.com](mailto:mg3solution@gmail.com)>  
**Sent:** Tuesday, 20 April 2021 11:16 am

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