

Celine Fong (LKKAUTO)

From: Zheng Hanyang <hanyang.zheng@ergo.com.sg>
Sent: Thursday, 24 February 2022 12:31 PM
To: Admin-D (LKKAUTO); assignments; Admin A; Mei Kwan (LKKAUTO); SUR
Cc: ERGO Insurance Pte. Ltd. (Claims Department)
Subject: RE: Claims ref no. CDMCG21000997 Request for 3rd party claims survey YP9410K Claims against YM6166B

Dear Summer,

Sure you may close the file and reopen when there is a request for inspection later on.

At the same time, we appreciate if you may send us all the correspondences between you and the workshop for our record purposes.

This is to avoid any argument in future on the cause of delay. Thank you.

Data Classification: Confidential, C3

Warmest Regards,
Zheng HanYang
Assistant Manager
ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three
Singapore 038988
DID.: +65 6829 9176
hanyang.zheng@ergo.com.sg



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From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Thursday, 24 February 2022 12:27 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Zheng Hanyang <hanyang.zheng@ergo.com.sg>; 'Phoebe Xie' <phoebe.xie@ergo.com.sg>
Subject: Re: Claims ref no. CDMCG21000997 Request for 3rd party claims survey YP9410K Claims against YM6166B

Dear Zhen Yang,

Please be informed that we are unable to conduct the inspection for YP 9410K after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 1 June 2021 9:30 am

To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: Claims ref no. CDMCG21000997 Request for 3rd party claims survey YP9410K Claims against YM6166B

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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

Sent: Tuesday, 1 June, 2021 9:17 AM

To: Susan Low <liusbro@ymail.com>; Admin A (<admin-a@lkkauto.com>) <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: Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>

Subject: RE: Claims ref no. CDMCG21000997 Request for 3rd party claims survey YP9410K Claims against YM6166B

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: Susan Low <liusbro@ymail.com>

Sent: Monday, 31 May 2021 5:00 pm

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

Subject: Re: Claims ref no. CDMCG21000997 Request for 3rd party claims survey YP9410K Claims against YM6166B

We did like to chose as follow

LKK Auto Consultants

Kindly arrange.

Thank.

Best Regards,

Susan Low
M/s Liu's Brother Auto Engineering Workshop
No. 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit
Singapore 417883
Tel: 67411730 Fax: 67445746

On Monday, 31 May 2021, 4:53:18 pm SGT, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Susan

We would like to conduct a PRI survey, please refer to our list of surveyors :

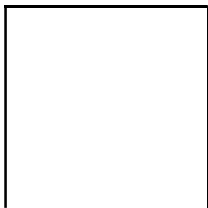
Survey Company	Surveyor Name
Priority Services	Jeffrey Ong
AJAX	Billy
Autoprobe	Tay Beng Hee
Perfect Automobile	Gary Chuah
AIS	Looi
Formteam (FTA)	Gary Soon
IAS	Edward
JPK	Anthony
LKK	Byran / Andrew Ling

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: Susan Low <liusbro@ymail.com>
Sent: Monday, 31 May 2021 4:27 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Request for 3rd party claims survey YP9410K Claims against YM6166B

Accident on 25/05/2021 Along Life Tech Warehouse Level 2F

Involving YP9410K and YM6166B

We refer to the above accident and 3rd party claims.

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop at No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883 as soon as possible.

Kindly arrange.

Thank you.

Best Regard!

Susan Low
M/s Liu's Brother Auto Engineering Workshop
No. 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit
Singapore 417883
Tel: 6741 1730
Fax: 6744 5746

Date of Survey:- _____

Name of Authorise Surveyor:- _____

Surveyor Email: _____

Remark :- _____

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