

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Tuesday, 7 March 2023 6:52 PM  
**To:** 'ERGO Insurance Pte. Ltd. (Claims Department)'  
**Cc:** 'Ivy Yong'; assignments  
**Subject:** RE: Claims ref no. CDMPG21002323 TP Claim SKV4320D & SMG319R On 01.12.2021

Dear Pauline,

Please be informed that we are unable to conduct the inspection for SKV 4320D after some attempts to inform 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.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Sent:** Monday, 6 December 2021 3:53 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:** 'Ivy Yong' <ivy.yong@ergo.com.sg>  
**Subject:** RE: Claims ref no. CDMPG21002323 TP Claim SKV4320D & SMG319R On 01.12.2021

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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.

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Sent:** Monday, 6 December, 2021 3:12 PM  
**To:** chin <[chin@modernautomotive.com.sg](mailto:chin@modernautomotive.com.sg)>; Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto ([admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)) <[admin-d@lkkauto.com](mailto:admin-d@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)>  
**Subject:** RE: Claims ref no. CDMPG21002323 TP Claim SKV4320D & SMG319R On 01.12.2021

Hi LKK,

Kindly input our **Claims ref no.** in Merimen upon case submission.

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:** chin <[chin@modernautomotive.com.sg](mailto:chin@modernautomotive.com.sg)>  
**Sent:** Monday, 6 December 2021 3:00 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)>; Dillen Selvarajoo <[dillen.selvarajoo@ergo.com.sg](mailto:dillen.selvarajoo@ergo.com.sg)>  
**Subject:** RE: Claims ref no. CDMPG21002323 TP Claim SKV4320D & SMG319R On 01.12.2021

Dear Pauline

We refer to your email.

We choose LKK to survey our client vehicle.

Please also advise liability of the accident asap.

Thank you

Regards,  
Grace Chin  
Modern Automotive Pte Ltd  
Blk 3023-A, Ubi Road 1 #01-61  
Singapore 408717

Tel: 6748 4422  
Fax: 6747 6720

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Sent:** Monday, 6 December 2021 2:53 pm  
**To:** [chin@modernautomotive.com.sg](mailto:chin@modernautomotive.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)>; Dillen Selvarajoo <[dillen.selvarajoo@ergo.com.sg](mailto:dillen.selvarajoo@ergo.com.sg)>  
**Subject:** Claims ref no. CDMPG21002323 TP Claim SKV4320D & SMG319R On 01.12.2021

Dear Grace

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
LKK	Byran / Andrew Ling
LBS	Anthony Lim

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:** chin <[chin@modernautomotive.com.sg](mailto:chin@modernautomotive.com.sg)>  
**Sent:** Friday, 3 December 2021 5:45 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Subject:** Re: TP Claim SKV4320D & SMG319R On 01.12.2021

Dear Sir

We refer to the above matter.

Kindly advise liability of the accident as follow:

Your insured: SMG319R  
Our Insured: SKV4320D  
DOA: 01.12.2021

We enclosed herewith our client report for your perusal .

Please revert.

Thank you

Regards,  
Grace Chin  
Modern Automotive Pte Ltd  
Blk 3023-A, Ubi Road 1 #01-61  
Singapore 408717

Tel: 6748 4422  
Fax: 6747 6720

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