

**RE: FW: Urgent: PRE-REPAIR INSPECTION - Your Vehicle GBB7208M; Our Vehicle GBE2352X Accident involving GBE2352X & GBE7208M On 18 Dec 2021**

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

Thu 5/5/2022 3:29 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

CDMCG21002440

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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ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>

**Sent:** Thursday, 5 May 2022 2:33 pm

**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; 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>

**Subject:** Re: FW: Urgent: PRE-REPAIR INSPECTION - Your Vehicle GBB7208M; Our Vehicle GBE2352X Accident involving GBE2352X & GBE7208M On 18 Dec 2021

Dear Sir/madam,

Please provide claim number

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: [6256-3561](tel:6256-3561) | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: [6256-4315](tel: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](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, 20 December 2021 4:05 pm

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

**Cc:** 'Zheng Hanyang' <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>

**Subject:** RE: FW: Urgent: PRE-REPAIR INSPECTION - Your Vehicle GBB7208M; Our Vehicle GBE2352X Accident involving GBE2352X & GBE7208M On 18 Dec 2021

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](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, 20 December, 2021 3:43 PM

**To:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>; 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:** Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>

**Subject:** RE: FW: Urgent: PRE-REPAIR INSPECTION - Your Vehicle GBB7208M; Our Vehicle GBE2352X Accident involving GBE2352X & GBE7208M On 18 Dec 2021

Dear Zeph

Please provide us TP accident report **ASAP** for case registration.

Hi LKK,

\*\*\* Insured has not report.

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:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Sent:** Monday, 20 December 2021 1:54 pm

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

**Cc:** Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>

**Subject:** Re: FW: Urgent: PRE-REPAIR INSPECTION - Your Vehicle GBB7208M; Our Vehicle GBE2352X Accident involving GBE2352X & GBE7208M On 18 Dec 2021

Dear Pauline,

Kindly assign LKK - Adrian Ling.

Thank you.

Best regards  
June

  
2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Mon, Dec 20, 2021 at 1:35 PM ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

Dear Zeph

\*\*\* Please provide us TP accident report **ASAP** for case registration.

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:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Sent:** Monday, 20 December 2021 10:06 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)>; Pauline Soh <[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)>

**Subject:** Urgent: PRE-REPAIR INSPECTION - Your Vehicle GBE7208M; Our Vehicle GBE2352X Accident involving GBE2352X & GBE7208M On 18 Dec 2021

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use your in-house surveyor. Kindly arrange your in-house surveyor.

Thank you.

Best regards

Zeph

2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277

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