

**RE: GBL1162Y (Pre-Inspection) / Your Vehicle : YQ3138G | DOA - 05/01/2022**

ERGO Insurance Pte. Ltd. (Claims Department) &lt;claims@ergo.com.sg&gt;

Tue 24/5/2022 4:22 PM

To: Denise Tay (LKKAuto) &lt;denisetay@lkkauto.com&gt;

CDMCG22000031

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:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Sent:** Tuesday, 24 May 2022 3:32 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: GBL1162Y (Pre-Inspection) / Your Vehicle : YQ3138G | DOA - 05/01/2022

Hi,

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:** Thursday, 6 January 2022 1:57 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: GBL1162Y (Pre-Inspection) / Your Vehicle : YQ3138G | DOA - 05/01/2022

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 07-01-22.

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:** Thursday, 6 January, 2022 1:46 PM  
**To:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>; [admin-a@lkkauto.com](mailto:admin-a@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:** Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>  
**Subject:** RE: GBL1162Y (Pre-Inspection) / Your Vehicle : YQ3138G | DOA - 05/01/2022

Dear Irene,

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:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>  
**Sent:** Thursday, 6 January 2022 1:32 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: GBL1162Y (Pre-Inspection) / Your Vehicle : YQ3138G | DOA - 05/01/2022

Dear Pauline,

We refer to your email dated 06/01/2022.

Please arrange **Adrian Ling (LKK)** to come and conduct the survey for vehicle GBL1162Y.

Kindly note we are still pending from receiving the report for our client. We will send you a copy once we receive it from our client.

Thank You.

Regards,

**Irene**

Mobile: 8297 9787  
HD Perfect Autowork Pte. Ltd.  
8 Kaki Bukit Avenue 4 #08-09  
Premier @ Kaki Bukit  
Singapore 415875

On Thu, Jan 6, 2022 at 1:15 PM ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

Dear Irene,

\*\*\* 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:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>  
**Sent:** Thursday, 6 January 2022 12:07 pm  
**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)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>  
**Subject:** GBL1162Y (Pre-Inspection) / Your Vehicle : YQ3138G | DOA - 05/01/2022

Dear Sir / Madam,

We are instructed by **J2 Consultant Pte Ltd** to notify you of a road traffic accident on **05/01/2022** at about **18:00 hours** at/along **CTE (City) LP 205** involving our client's/customer's vehicle registration number **GBL1162Y** and vehicle registration number **YQ3138G** (your insured) at the material time.

A copy of the Singapore Accident Statement will be sent to you once we receive it from our client.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

***Irene***

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

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