

Veron Chen (LKKAuto)

From: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Sent: Friday, 21 January 2022 9:53 AM
To: Zheng Hanyang
Cc: Admin-D (LKKAuto); Mei Kwan (LKKAuto); Admin A
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured)
DOA: 07/01/2022 -CDMPG22000046

Importance: High

Hi Zheng,

Kindly review the accident video I send it to you by WeTransfer.

Our customer is inside his lane. Your insured is on the most right lane when suddenly change lane & hit our customer car on the rear bumper right side portion.

Please revert to us soonest.

Thank you





SCX1489E ACCIDENT VIDEO
has been sent
hanyang.zheng@ergo.com.sg

1 item, 21.7 MB in total · Expires on 28 January, 2022

Thanks for using WeTransfer. We'll email you a confirmation as soon as your files have been downloaded.

Recipients

hanyang.zheng@ergo.com.sg

Download link

<https://we.tl/t-RrE8n9hk7J>

1 item

SCX1489E RR VIDEO 07012022.mp4
21.7 MB

Paulo
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
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M (65) 98270463
www.wearnesauto.com juan.paulo@wearnes.com

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From: Zheng Hanyang <hanyang.zheng@ergo.com.sg>
Sent: Friday, 21 January 2022 9:19 am
To: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Cc: 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO (Meikwan@lkkauto.com))' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com)' <admin-a@lkkauto.com>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046

- Without Prejudice -

Dear Sir,

We have no liability.

Please refer to the self-explanatory copy of our insured report below.

Describe Circumstances of the Accident

On 07/01/2022 about 18:30, I was driving of my vehicle A (SLD3901S) along Upp Bukit Timah Road towards Hillview Avenue.
There was very slow and jammed traffic slow during hours. My vehicle is staying on my own lane waiting for the traffic. When traffic light turned to green light my vehicle is moving slowly with traffic flow.
The vehicle B (SCX1489E) trying squeeze in and cut into my lane from left lane hit onto front left bumper of my vehicle.

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: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Sent: Friday, 21 January 2022 8:56 am
To: Zheng Hanyang <hanyang.zheng@ergo.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO (Meikwan@lkkauto.com))' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com))' <admin-a@lkkauto.com>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046
Importance: High

3RD Reminder.

Hi Hanyang,

Can we please have an update on the liability?

Please revert to us asap.

Thank you

Paulo
Service Consultant
Bodyshop & Paint



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From: Juan Paulo Bongon Baldoz
Sent: Thursday, 20 January 2022 12:41 pm
To: Zheng Hanyang <hanyang.zheng@ergo.com.sg>
Cc: 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO

(Meikwan@lkkauto.com)' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com)' <admin-a@lkkauto.com>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046

Hi Hanyang,

Can we please have an update on the liability?

Please revert to us asap.

Thank you

Paulo
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Bodyshop & Paint



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

Sent: Wednesday, 19 January 2022 2:49 pm

To: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>; Zheng Hanyang <hanyang.zheng@ergo.com.sg>

Cc: 'Admin-D (LKKAuto (admin-d@lkkauto.com)' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAuto (Meikwan@lkkauto.com)' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com)' <admin-a@lkkauto.com>

Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046

Hi Hanyang

Please advise, 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: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Sent: Wednesday, 19 January 2022 12:03 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO (Meikwan@lkkauto.com))' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com))' <admin-a@lkkauto.com>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046
Importance: High

Dear officer-in-charge,

Can we please have an update on the liability & repair authorization.

Kindly revert to us as soon as possible.

Thank you

Paulo
Service Consultant
Bodyshop & Paint

 **Wearnes Automotive Pte Ltd**
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From: Juan Paulo Bongon Baldoz
Sent: Tuesday, 18 January 2022 9:45 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO (Meikwan@lkkauto.com))' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com))' <admin-a@lkkauto.com>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046
Importance: High

Dear officer-in-charge,

Any update on the liability?

Kindly revert to us as soon as possible.

Thank you

Paulo
Service Consultant
Bodyshop & Paint



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From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 11 January 2022 5:13 pm
To: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>; 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO (Meikwan@lkkauto.com))' <Meikwan@lkkauto.com>; 'Admin A (admin-a@lkkauto.com))' <admin-a@lkkauto.com>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046

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.

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

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From: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Sent: Tuesday, 11 January 2022 5:09 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046

Hi Ivy,

We choose LKK to conduct the survey.

Thank you

Paulo
Service Consultant
Bodyshop & Paint



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www.wearnesauto.com juan.paulo@wearnes.com

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From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 11 January 2022 5:05 pm
To: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Cc: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: RE: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022 -CDMPG22000046

Dear Sir,

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

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

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Singapore 038988
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From: Juan Paulo Bongon Baldoz <juan.paulo@wearnes.com>
Sent: Tuesday, 11 January 2022 2:57 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Direct Settlement involving vehicle SCX1489E (Ours) & SLD3901S (Your Insured) DOA: 07/01/2022
Importance: High

Dear officer-in-charge,

Please arrange our client's vehicle for a pre-repair survey on 18 January 2022 (Tuesday).

Owner will come 10am, waiting.

Besides, kindly check the liability on the said incident.

Kindly revert to us as soon as possible.

Best Regards.

Paulo
Service Consultant
Bodyshop & Paint



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