

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Tuesday, 12 April 2022 5:14 PM
To: Zheng Hanyang; Tracy Tan
Cc: SUR; Celine Fong (LKKAuto); Simon Ho (LKKAuto); Bryan Ang (LKKAuto); KKLau
Subject: RE: XE6944B (SCANIA) - Insured; Call Lade - Urgent request for status
Attachments: ERGO PRELI ADVISE XE 6944G.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle XE 6944G

Pending estimate.

We did not authorise repair

Meanwhile, please provide your claim number.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: KKLau <kklau@lkkauto.com>
Sent: Tuesday, 12 April 2022 2:47 PM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Zheng Hanyang <hanyang.zheng@ergo.com.sg>; SUR <sur@lkkauto.com>; Tracy Tan <tracy.tan@ergo.com.sg>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Simon Ho (LKKAuto) <SimonHo@lkkauto.com>
Subject: Re: XE6944B (SCANIA) - Insured; Call Lade - Urgent request for status

Hi Bryan / Celine / Simon,

Please update status ASAP.

KKLau

Sent from my iPhone

On 12 Apr 2022, at 12:17 PM, Bryan Ang (LKKAuto) <bryanang@lkkauto.com> wrote:

Hi Han Yang

Vehicle has been towed into Woon Meng this morning and we will be carrying out a detail survey today.

Attached are some accident scene photos.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Zheng Hanyang <hanyang.zheng@ergo.com.sg>

Sent: Tuesday, 12 April 2022 9:35 am

To: SUR <sur@lkkauto.com>

Cc: Tracy Tan <tracy.tan@ergo.com.sg>; KKLau <kklau@lkkauto.com>

Subject: XE6944B (SCANIA) - Insured; Call Lade - Urgent request for status

Dear LKK,

We refer to the preceding emails between our Tracy and Mr Lau.

We understand that Bryan had attended to this matter and will like to check the latest status since there is no update.

Please assist to check and update us soonest as this is a valued client. Thank you.

Data Classification: Confidential, C3

Warmest Regards,

Zheng HanYang

Assistant Manager

ERGO Insurance Pte. Ltd.

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Singapore 038988

DID.: +65 6829 9176

hanyang.zheng@ergo.com.sg

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From: Tracy Tan <tracy.tan@ergo.com.sg>

Sent: Tuesday, 12 April 2022 9:18 am

To: kklau@lkkauto.com

Cc: Zheng Hanyang <hanyang.zheng@ergo.com.sg>

Subject: FW: Scania - Claims

Hi Mr Lau,

Would you be able to give us an update?

Warmest Regards,

Tracy Tan
Head Of Claims
ERGO Insurance Pte. Ltd.
Data Classification: For Internal Use Only, C2

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