

## Meng Yan (LKK Auto)

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Tuesday, 19 April, 2022 5:09 PM  
**To:** Zhe Wei Kek; Zheng Hanyang; SUR; 'Admin A (admin-a@lkkauto.com)'; 'Admin-D (LKKAuto (admin-d@lkkauto.com))'; Mei Kwan (LKKAuto (Meikwan@lkkauto.com))  
**Cc:** Claims  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T

Hi LKK

Please follow-up, 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:** Zhe Wei Kek <zhewei.kek@transcab.com.sg>  
**Sent:** Tuesday, 19 April 2022 4:59 pm  
**To:** Zheng Hanyang <hanyang.zheng@ergo.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** Claims <claims@transcab.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T  
**Importance:** High

Hi Han Yang,

Can we confirm if the assignment has been sent to LKK Auto Consultant?

Thank you.

*Best Regards,*  
Kek Zhewei  
Claims Officer

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No. 2 Ang Mo Kio Street 63, Singapore 569111  
Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330  
Website: [www.transcab.com.sg](http://www.transcab.com.sg)

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**From:** Zhe Wei Kek

**Sent:** Monday, April 11, 2022 4:29 PM

**To:** Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: ARRANGE FOR SURVEY SHB7793T

Hi HanYang,

The correct SAS report is enclosed.

Your insured is YQ4790R as per the first email.

Apologies for the confusion.

Thank you.

*Best Regards,*  
Kek Zhewei  
Claims Officer

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

**Sent:** Monday, April 11, 2022 12:11 PM

**To:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** FW: ARRANGE FOR SURVEY SHB7793T

Dear Zhewei,

In your first email, you stated YQ4790R as our insured.

In the attached report, your driver stated SLJ8355D as the other party which is not our insured.

Please clarify. Thank you.

@SUR Please take note & hold if you have yet to attend this survey. Thank you

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](mailto:hanyang.zheng@ergo.com.sg)



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**From:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>  
**Sent:** Friday, 8 April 2022 6:34 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T

Hi HanYang,

Your request is enclosed.

Thank you.

Best Regards,  
Kek Zhewei  
Claims Officer



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**From:** ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]  
**Sent:** Friday, April 08, 2022 6:18 PM  
**To:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T

Dear Zhewei,

Please provide us with your accident report as we do not have the record of this accident

Dear LKK,

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,  
Zheng HanYang  
ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three  
Singapore 038988  
DID.: +65 6829 9176  
[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)



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**From:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>  
**Sent:** Friday, 8 April 2022 2:26 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T  
**Importance:** High

Hi all,

Kindly assign LKK Auto Consultant on an urgent basis.

Thank you.

Best Regards,  
Kek Zhewei  
Claims Officer



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No. 2 Ang Mo Kio Street 63, Singapore 569111  
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**From:** Zhe Wei Kek  
**Sent:** Friday, April 08, 2022 9:42 AM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T

Hi all,

Reminder.

Thank you.

*Best Regards,*  
Kek Zhewei  
Claims Officer



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**From:** Zhe Wei Kek  
**Sent:** Thursday, April 07, 2022 4:42 PM  
**To:** 'ERGO Insurance Pte. Ltd. (Claims Department)' <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: ARRANGE FOR SURVEY SHB7793T

DEAR ALL,

Please arrange LKK Auto Consultant Pte Ltd for survey as below :

YQ4790R - 07/04/2022 at 1555Hrs – SHB7793T

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate

Kek Zhewei  
18/10/2021

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