

## Veron Chen (LKKAuto)

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**From:** Zheng Hanyang <hanyang.zheng@ergo.com.sg>  
**Sent:** Thursday, 30 June 2022 5:18 PM  
**To:** Denise Tay (LKKAuto); Bryan Ang (LKKAuto)  
**Cc:** Ivy Yong  
**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear Bryan,

We are having difficulties reaching a settlement on total loss.  
Just for our consideration, please advise if this vehicle is safe to repair.

For your advice. Thank you.

Data Classification: Confidential, C3

Warmest Regards,  
Zheng HanYang  
Manager, Claims  
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:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Sent:** Wednesday, 15 June 2022 1:36 pm  
**To:** Ivy Yong <ivy.yong@ergo.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Subject:** Re: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear Ivy,

Repairer counter propose offer @ \$50,00.00

We will recommend total loss.

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:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>  
**Sent:** Wednesday, 15 June 2022 12:53 pm  
**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear Denise,

Any reply from repairer?

**Data Classification: Confidential, C3**

Warmest Regards,  
Ivy Yong  
Senior Executive, Claims

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard, #04-01 Suntec Tower 3  
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**From:** Ivy Yong  
**Sent:** Monday, 13 June 2022 10:52 am  
**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear Bryan,

Understand that insured wants to repair the vehicle.

Have you offer the repair cost ?

**Data Classification: Confidential, C3**

Warmest Regards,  
Ivy Yong  
Senior Executive, Claims

**ERGO Insurance Pte. Ltd.**

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**From:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Friday, 10 June 2022 12:49 pm  
**To:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>  
**Cc:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear Ivy

Cause of fire is likely due to electrical nature that originated from the interior compartment of the insured vehicle. Due to the extent of fire damage within the interior compartment, we were unable to identify if there are any additionally fitted electronic or electrical components that may have contributed to the fire.

We did not apply for any SCDF fire report as it was not requested at the time of survey assignment.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>

**Sent:** Wednesday, 8 June 2022 12:34 pm

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Admin' <[support@insurlogic.net](mailto:support@insurlogic.net)>; Chee Wee Tay <[cheewee.tay@insurlogic.com.sg](mailto:cheewee.tay@insurlogic.com.sg)>

**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear LKK,

Please advise what is the caused of fire and any SCDF report?

Thank you

Data Classification: Confidential, C3

Warmest Regards,

Ivy Yong

Senior Executive, Claims

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard, #04-01 Suntec Tower 3

Singapore 038988

DID.: +65 6829 9197

[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Ivy Yong

**Sent:** Wednesday, 8 June 2022 11:42 am

**To:** 'Admin' <[support@insurlogic.net](mailto:support@insurlogic.net)>; 'Chee Wee Tay' <[cheewee.tay@insurlogic.com.sg](mailto:cheewee.tay@insurlogic.com.sg)>

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

<[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Dear Chee Wee,

May we have your survey report please.

Thank you

**Data Classification: Confidential, C3**

Warmest Regards,  
Ivy Yong  
Senior Executive, Claims

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard, #04-01 Suntec Tower 3  
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**From:** Daphne Lee <[daphne@convinceauto.com.sg](mailto:daphne@convinceauto.com.sg)>

**Sent:** Wednesday, 8 June 2022 11:29 am

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

**Cc:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; 'Admin' <[support@insurlogic.net](mailto:support@insurlogic.net)>

**Subject:** RE: Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

**Dear Sir,**

**Any update for this vehicle?**

**Thank you**

**Regards**

*Daphne Lee*



**Convince Engineering Pte Ltd**  
29 First Lok Yang Road  
Singapore 629736

**Tel: 6556 1131 | Fax: 6553 0802**

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Sent:** Thursday, 2 June 2022 3:10 pm  
**To:** 'Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com))' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto ([admin-d@lkkauto.com](mailto:admin-d@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:** [daphne@convinceauto.com.sg](mailto:daphne@convinceauto.com.sg); Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; Admin <[support@insurlogic.net](mailto:support@insurlogic.net)>  
**Subject:** Claims ref no. CDMFG22001043 OD Claim - XD2434M (DOA: 30/05/2022)

Hi LKK,

Kindly input our **Claims ref no.** in Merimen upon case submission.

Please conduct this survey request.

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:** Daphne Lee <[daphne@convinceauto.com.sg](mailto:daphne@convinceauto.com.sg)>  
**Sent:** Wednesday, 1 June 2022 3:49 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Subject:** OD Claim - XD2434M (DOA: 30/05/2022)

**Dear Sir/ Madam,**

**We are here to assist our client's vehicle no.: XD2434M to submit as a OD Claim.**

As this vehicle was badly burnt damaged, we are unable to put up an assessment.

We request to put as Total Loss case. But currently our client will want to repair back the vehicle.

Can you kindly offer us an amount for the repair cost?

Thank you

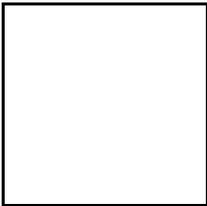
Regards

*Daphne Lee*



*Convince Engineering Pte Ltd*  
29 First Lok Yang Road  
Singapore 629736

Tel: 6556 1131 | Fax: 6553 0802



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