

Veron Chen (LKKAUTO)

From: Clement Chia Cher Yang <clement.chia.cy@simedarby.com.sg>
Sent: Wednesday, 14 September 2022 4:21 PM
To: Veron Chen (LKKAUTO); SUR; Melody Teoh
Cc: claims@ergo.com.sg
Subject: RE: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22 | ERGO REF: CDMCG22001107

Dear Veron,

Liability not cleared hence never start repair works.

Best Regards,

Clement Chia

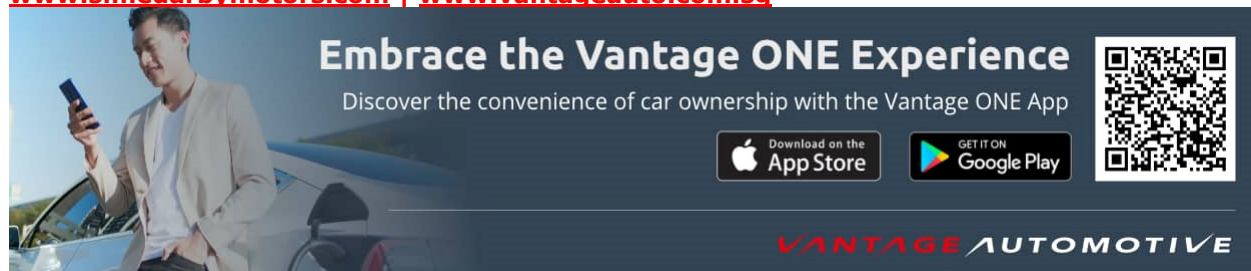
Customer Service Advisor, Body & Paint

Vantage Automotive Limited

305 Alexandra Road, #02-01 Vantage Automotive Centre, Singapore 159942

T: +65 9278 2710 F: +65 6477 7300 E: clement.chia.cy@simedarby.com.sg

www.simedarbymotors.com | www.vantageauto.com.sg



Embrace the Vantage ONE Experience

Discover the convenience of car ownership with the Vantage ONE App

Download on the App Store | GET IT ON Google Play

VANTAGE AUTOMOTIVE

The advertisement features a man in a light-colored blazer holding a smartphone, standing next to a car. A QR code is visible on the right side of the banner.

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, September 14, 2022 4:01 PM
To: Shawn Chua Churong <shawn.chua.churong@simedarby.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22 | ERGO REF: CDMCG22001107

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Click "Report Phishing" if you think it is malicious.

Dear Shawn,

WITHOUT PREJUDICE

Kindly advise vehicle status.

If vehicle has been repaired, please finalize with us.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Sent: Friday, 17 June 2022 2:38 PM

To: Shawn Chua Churong <shawn.chua.churong@simedarby.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin <support@insurlogic.net>

Subject: RE: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22 | ERGO REF: CDMCG22001107

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.

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



ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

From: Shawn Chua Churong <shawn.chua.churong@simedarby.com.sg>

Sent: Friday, 17 June 2022 2:26 pm

To: Melody Teoh <melody.teoh@ergo.com.sg>

Cc: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Azman Abdullah <azman.abdullah@simedarby.com.sg>; Katherine Chong <katherine.chong@simedarby.com.sg>; Andy Ooi Lee Keong <andy.ooi.leekeong@simedarby.com.sg>; Clement Chia Cher Yang <clement.chia.cy@simedarby.com.sg>

Subject: RE: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22 | ERGO REF: CDMCG22001107

Our Claimant: SLB7019Z

Your Insured: GBK8880S

Ref: CDMCG22001107

Good afternoon.

Kindly assist to arrange for an accident survey on Tuesday, 21/06/22.

Thanks.

Best Regards,

Shawn Chua

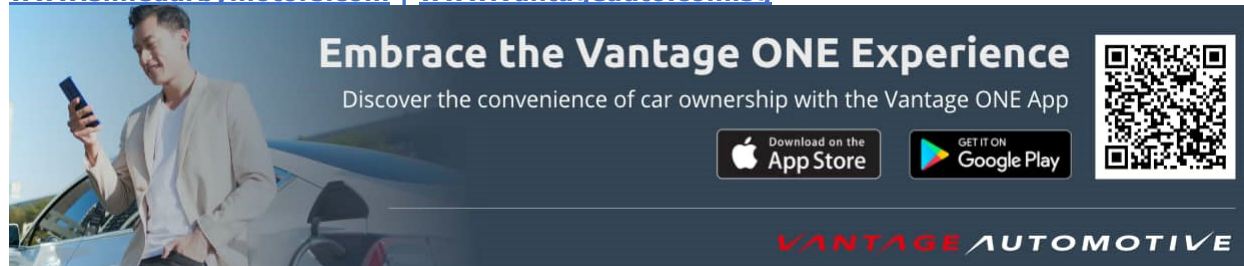
Customer Service Advisor, Body & Paint

Vantage Automotive Limited

305 Alexandra Road, #02-01 Vantage Automotive Centre, Singapore 159942

T: +65 9690 4556 F: +65 6477 7300 E: shawn.chua.churong@simedarby.com.sg

www.simedarbymotors.com | www.vantageauto.com.sg



From: Shawn Chua Churong

Sent: Thursday, 16 June 2022 5:00 pm

To: Melody Teoh <melody.teoh@ergo.com.sg>

Cc: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Azman Abdullah <azman.abdullah@simedarby.com.sg>; Katherine Chong <katherine.chong@simedarby.com.sg>; Andy Ooi Lee Keong <andy.ooi.leekeong@simedarby.com.sg>; Clement Chia Cher Yang <clement.chia.cy@simedarby.com.sg>

Subject: RE: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22 | ERGO REF: CDMCG22001107

Our Claimant: SLB7019Z

Your Insured: GBK8880S

Ref: CDMCG22001107

Good afternoon.

I would like to choose LKK as the surveyor firm.

Will update you when the vehicle is in again.

Thanks.

Best Regards,

Shawn Chua

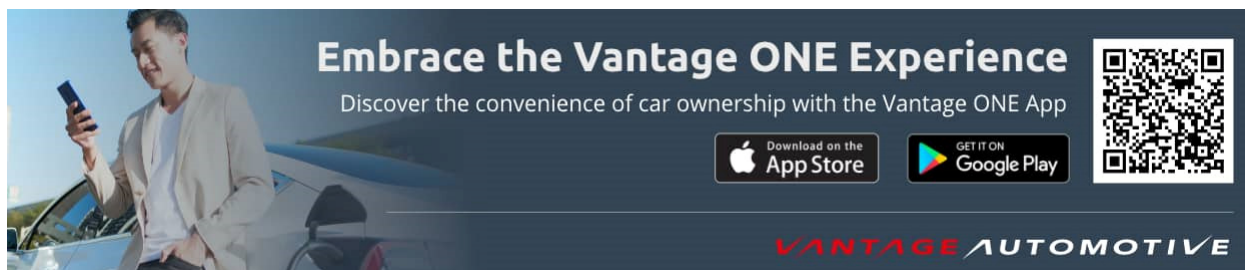
Customer Service Advisor, Body & Paint

Vantage Automotive Limited

305 Alexandra Road, #02-01 Vantage Automotive Centre, Singapore 159942

T: +65 9690 4556 F: +65 6477 7300 E: shawn.chua.churong@simedarby.com.sg

www.simedarbymotors.com | www.vantageauto.com.sg



From: Melody Teoh <melody.teoh@ergo.com.sg>

Sent: Friday, 10 June 2022 3:32 pm

To: Shawn Chua Churong <shawn.chua.churong@simedarby.com.sg>

Cc: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Azman Abdullah <azman.abdullah@simedarby.com.sg>; Katherine Chong <katherine.chong@simedarby.com.sg>; Andy Ooi Lee Keong <andy.ooi.leekeong@simedarby.com.sg>; Clement Chia Cher Yang <clement.chia.cy@simedarby.com.sg>

Subject: RE: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22 | ERGO REF: CDMCG22001107

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Click "Report Phishing" if you think it is malicious.

WITHOUT PREJUDICE

Dear Sir/Mdm,

Our insured has yet to report the said accident.

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
Precise Appraiser	Anthony Lim

Thank you.

Data Classification: Confidential, C3

Warmest Regards,
Melody Teoh
Executive, Claims
ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three
Singapore 038988



ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Friday, 10 June 2022 3:17 pm
To: Melody Teoh <melody.teoh@ergo.com.sg>
Subject: FW: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22

Hi MT,

Non-reporting. Please register and update me so I can forward to OIC for liability check.

Thank you.

Data Classification: Confidential, C3

Warmest Regards,
Dillen Selvarajoo
Assistant Manager
ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three
Singapore 038988
DID.: +65 6829 9191
dillen.selvarajoo@ergo.com.sg



ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

From: Shawn Chua Churong <shawn.chua.churong@simeдарby.com.sg>
Sent: Friday, 10 June 2022 3:14 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Azman Abdullah <azman.abdullah@simeдарby.com.sg>; Katherine Chong <katherine.chong@simeдарby.com.sg>; Andy Ooi Lee Keong <andy.ooi.leekeong@simeдарby.com.sg>; Clement Chia Cher Yang <clement.chia.cy@simeдарby.com.sg>
Subject: Liability Check For SLB7019Z Against GBK8880S DOA: 02/06/22

Our Claimant: SLB7019Z
Your Insured: GBK8880S

Good afternoon.

Refer to the above matter.

Attached our claimant's GIA report & supporting documents for your consideration.

Please advise if liability is clear for us to proceed with direct settlement.

Thanks.

Best Regards,

Shawn Chua

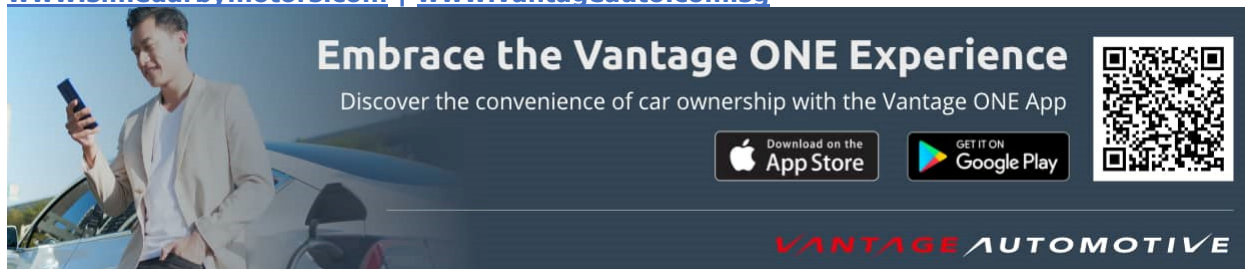
Customer Service Advisor, Body & Paint

Vantage Automotive Limited

305 Alexandra Road, #02-01 Vantage Automotive Centre, Singapore 159942

T: +65 9690 4556 F: +65 6477 7300 E: shawn.chua.churong@simedarby.com.sg

www.simedarbymotors.com | www.vantageauto.com.sg



“This electronic mail content and any accompanying attachments ("the Message") is intended only for the named addressee ("the Recipient") and may contain information that is confidential, privileged and/or proprietary to the Sime Darby group of companies ("Sime Darby") and/or protected under applicable laws. If you are not the intended Recipient, you are strictly prohibited from using, disseminating, forwarding and/or printing the Message. Please notify the sender immediately by return e-mail and permanently delete all copies of the Message. Sime Darby disclaims all liability for any error, loss or damage arising from the Message being infected by computer virus or other malicious software. Any views and/or opinions expressed in the Message are solely those of the author's and do not necessarily represent those of Sime Darby's.”

EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.

EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained

or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.