

**Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 26 July 2022 11:33 AM  
**To:** Elite Automotive SG  
**Cc:** Admin A; Admin-D (LKKAUTO); Mei Kwan (LKKAUTO)  
**Subject:** RE: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Christy,

As instructed by our client , please proceed to repair the **insured vehicle SMX 6618Z. (Excess \$500/-).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Please provides parts invoice upon finalize.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Elite Automotive SG <elite.automotive13@gmail.com>  
**Sent:** Tuesday, 26 July 2022 9:48 AM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin <support@insurlogic.net>  
**Subject:** Re: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Hi,

Good day! May i know status for above OD case? Still pending approval?

Regards,

Christy

On Thu, 14 Jul 2022 at 15:43, ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

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:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>  
**Sent:** Thursday, 14 July 2022 12:06 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Subject:** Claim OD For Vehicle No: SMX6618Z

Hi,

Good day! Kindly refer to attached & please arrange surveyor come down for survey. Thanks!

Regards,

Christy

Elite Automotive P/L

Tel : 6339 7378

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Regards,

Elite Automotive P/L

Tel : 6339 7378