

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 25 April 2023 10:44 AM  
**To:** Rasul (LKKAUTO); SUR; CS A Team; elite.automotive13@gmail.com  
**Subject:** RE: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Christy,

COR \$5,204.80 before excess \$500 @ 3 days

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:** Rasul (LKKAUTO) <Rasul@lkkauto.com>  
**Sent:** Thursday, April 20, 2023 11:59 AM  
**To:** SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** FW: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

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**From:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>  
**Sent:** Thursday, 20 April 2023 11:58:36 am (UTC+08:00) Kuala Lumpur, Singapore  
**To:** Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Subject:** Re: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Hi Rasul,

Our calculation based on supplier invoice total -\$3904.36 + 10% =\$4294.80 , labour -\$910.00 , total P/P should be-\$5204.80. Please re-confirm the amount. Thanks!

Regards,

Christy  
Elite Automotive P/L  
63397378

On Thu, 20 Apr 2023 at 09:55, Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Ivan,

refer to attachment

We will be advising our principal a cost of repair P/P \$4,423.92.00. /- with 03 days of repair before GST, subject to their approval.

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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

*Save the Earth. Print only when necessary.*

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**From:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>

**Sent:** Wednesday, 19 April 2023 3:54 pm

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

**Subject:** Re: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Hi Veron,

Kindly refer to attached parts invoice. Thanks!

Regards,

Ivan Lim

Elite Automotive P/L

63397378

On Wed, 19 Apr 2023 at 15:29, Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)> wrote:

Dear Ivan,

Kindly provides us parts invoice.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto)  
**Sent:** Sunday, April 16, 2023 11:21 AM  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; [elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)  
**Subject:** RE: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Ivan,

Kindly provides us parts invoice.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto)  
**Sent:** Friday, March 24, 2023 4:04 PM  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; [elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)  
**Subject:** RE: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Kristy,

As spoken, kindly provides us parts invoice.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Friday, March 24, 2023 4:00 PM

**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; [elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)

**Subject:** FW: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Rasul,

Kindly assist on the finalize

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto: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](mailto:elite.automotive13@gmail.com)>

**Sent:** Friday, March 24, 2023 3:56 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Re: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Veron,

Received NO response from your side till now.

Whats the delay???

As you know this OD case since November 2022 and we are now in MARCH 2023.

Please RESPOND!

Ivan Lim

MD

ELITE AUTOMOTIVE P/L

On Tue, 28 Feb 2023 at 17:42, Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)> wrote:

Hi Veron,

Good day! For above vehicle repaired was done since 29/11/2022, kindly refer to attached estimate & proceed finalise on this case. Thanks!

Regards,

Ivan Lim

Elite Automotive P/L

63397378

On Sun, 19 Feb 2023 at 10:43, Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)> wrote:

Dear Christy,

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](mailto:sur@lkkauto.com) | fax: 6256-4315

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

**From:** Veron Chen (LKKAuto)

**Sent:** Monday, January 2, 2023 4:05 PM

**To:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Christy,

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](mailto:sur@lkkauto.com) | fax: 6256-4315

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

**From:** Veron Chen (LKKAuto)  
**Sent:** Wednesday, 7 December 2022 3:33 PM  
**To:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** ERGO REF. CDMPG22001322 Claim OD For Vehicle No: SMX6618Z

Dear Christy,

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](mailto:sur@lkkauto.com) | fax: 6256-4315

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

**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 26 July 2022 11:33 AM  
**To:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>  
**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: 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](mailto:sur@lkkauto.com) | fax: 6256-4315

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

**From:** Elite Automotive SG <[elite.automotive13@gmail.com](mailto:elite.automotive13@gmail.com)>

**Sent:** Tuesday, 26 July 2022 9:48 AM

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.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)>; Admin <[support@insurlogic.net](mailto: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

Elite Automotive Pte Ltd

63397378

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

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