

## Celine Fong (LKKAUTO)

---

**From:** Celine Fong (LKKAUTO)  
**Sent:** Tuesday, 2 August 2022 10:43 AM  
**To:** Ken Tay; Precise Auto Service; Admin-D (LKKAUTO)  
**Cc:** Admin A; Mei Kwan (LKKAUTO)  
**Subject:** RE: ERGO REF. CDMPG22001461 (URGENT!!!) Own Damage Claim For SLG 543X.  
(Your Insured Policy Number : DMPG21011572)

Dear Ken,

As instructed by our client, please proceed to repair the insured vehicle **SLG 543X. (Excess \$800.00). Lump Sum Repair**

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.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Ken Tay <fallenwan\_97@yahoo.com>  
**Sent:** Tuesday, 2 August 2022 10:34 AM  
**To:** Precise Auto Service <Support@preciseauto.sg>; Pauline Soh <pauline.soh@ergo.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin <support@insurlogic.net>  
**Subject:** Re: ERGO REF. CDMPG22001461 (URGENT!!!) Own Damage Claim For SLG 543X. (Your Insured Policy Number : DMPG21011572)

hi all

Please expedite the the claim processing

Regards  
Ken

[Sent from Yahoo Mail for iPhone](#)

On Tuesday, August 2, 2022, 10:29 AM, Precise Auto Service <[Support@preciseauto.sg](mailto:Support@preciseauto.sg)> wrote:

\*\*\*URGENT!!!\*\*\*

Dear Sirs,

We hereto send an email to check for the authorization of our client's vehicle (**SLG 543X - Honda Civic**)'s accident repair.

Appreciate you can expedite and let us have your response ASAP, as the vehicle owner also looking into the day to collect his car from the accident repair.

Thank You.

Best Regards  
Arine

On Mon, 1 Aug 2022 at 13:54, Precise Auto Service <[Support@preciseauto.sg](mailto:Support@preciseauto.sg)> wrote:

Dear Sirs,

We hereto send an email to check for the authorization of our client's vehicle (**SLG 543X - Honda Civic**)'s accident repair.

Appreciate you can expedite and let us have your response ASAP, as the vehicle owner also looking into the day to collect his car from the accident repair.

Thank You.

Best Regards  
Arine

On Tue, 26 Jul 2022 at 12:31, 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)



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:** Precise Auto Service <[Support@preciseauto.sg](mailto:Support@preciseauto.sg)>

**Sent:** Tuesday, 26 July 2022 10:10 am

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

**Subject:** (URGENT!!!) Own Damage Claim For SLG 543X. (Your Insured Policy Number : DMPG21011572)

Dear Sir,

We refer to the matter mentioned above, herewith enclosed our client's car's estimate bill, GIA report, Certificate of Insurance, and owner/driver IC and driving license for your attention.

Kindly arrange to do a before repair inspection for our client's vehicle in our workshop ASAP.

Thank You.

Best Regards

Arine

--

**T** : 6745 7367 | **F** : 6841 3390

**E** : [support@preciseauto.sg](mailto:support@preciseauto.sg)

**W**: [www.preciseauto.sg](http://www.preciseauto.sg)

**A** : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

***Follow us on social media:***



<https://www.instagram.com/preciseautosvs/>



<https://www.facebook.com/PreciseAutoService/>

#### 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.

--

T : 6745 7367 | F : 6841 3390

E : [support@preciseauto.sg](mailto:support@preciseauto.sg)

W: [www.preciseauto.sg](http://www.preciseauto.sg)

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

*Follow us on social media:*



<https://www.instagram.com/preciseautosvs/>



<https://www.facebook.com/PreciseAutoService/>

--

T : 6745 7367 | F : 6841 3390

E : [support@preciseauto.sg](mailto:support@preciseauto.sg)

W: [www.preciseauto.sg](http://www.preciseauto.sg)

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

*Follow us on social media:*



<https://www.instagram.com/preciseautosvs/>



<https://www.facebook.com/PreciseAutoService/>