

## Veron Chen (LKKAUTO)

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Friday, 21 October 2022 11:52 AM  
**To:** Veron Chen (LKKAUTO); SUR  
**Cc:** Pauline Soh  
**Subject:** RE: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

Hi Veron,

**CDMCG22002123**

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:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 21 October 2022 11:38 am  
**To:** Pauline Soh <pauline.soh@ergo.com.sg>; SUR <sur@lkkauto.com>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Subject:** RE: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

Dear Pauline,

Kindly provides us claim number

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:** Pauline Soh <[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)>

**Sent:** Friday, 14 October 2022 2:14 PM

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

**Subject:** RE: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

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

**Sent:** Friday, 14 October 2022 12:49 pm

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

**Cc:** Admin <[support@insurlogic.net](mailto:support@insurlogic.net)>

**Subject:** RE: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

Dear Pauline,

Would like to request copy of OI gia report for YQ 4255U

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

**Sent:** Monday, 10 October 2022 4:24 PM

**To:** ConvergenceAutomotive <[operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg)>; Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) ([Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin <[support@insurlogic.net](mailto:support@insurlogic.net)>

**Subject:** RE: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

Hi LKK,

\*\*\* Insured has not report.

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](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** ConvergenceAutomotive <[operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg)>

**Sent:** Monday, 10 October 2022 3:46 pm

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

**Subject:** RE: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

Dear sir/ madam ,

We would like to use LKK for the pre-repair inspection 😊

Thank You

Warmest Regards  
**Kaelynn | Admin Executive**



**CONVERGENCE AUTOMOTIVE (PTE. LTD.)**

Co. Reg. No. 201820703D  
39 Woodlands Close, MEGA@Woodlands #01-24 Singapore 737856  
Tel: (65) 6993 2080 | Email: [operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg)

[www.convergenceauto.com.sg](http://www.convergenceauto.com.sg)

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**From:** [ERGO Insurance Pte. Ltd. \(Claims Department\)](#)

**Sent:** Monday, October 10, 2022 3:43 PM

**To:** [operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg)

**Subject:** FW: PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRSat along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H &YQ4255U

Dear Kaelynn

We would like to conduct a PRI survey, please refer to our list of surveyors :

Survey Company	Surveyor Name
Priority Services	Jeffrey Ong
LBS	Mohd Fadhilah
Autoprobe	Tay Beng Hee
Perfect Automobile	Gary Chuah
AIS	Looi
Formteam (FTA)	Gary Soon
Genesis	Roy
LKK	Byran / Andrew Ling
Precise Appraiser	Anthony Lim

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:** ConvergenceAutomotive <[operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg)>

**Sent:** Saturday, 8 October 2022 2:07 pm

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

**Subject:** PRE-REPAIR INSPECTION// Accident on 7/10/2022 at about 10:57HRS at along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving SLA9610H & YQ4255U

You don't often get email from [operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg). [Learn why this is important](#)

Dear sir/ madam ,

We are instructed by HERMAN BIN MOHARAM to notify you of a road traffic accident on 7/10/2022 at about 10:57HRS at along FRONTKEN, 156A GUL CIR (OPEN SPACE CARPARK) involving our client's vehicle registration number SLA 9610 H and vehicle registration number YQ4255U driven by your insured at the material time.

A copy of the Singapore Accident Statement/Traffic Police Report filed is enclosed. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle.

You may contact me @ 6993 2080 / 9888 8119 should you require more information.

Survey Address: 39 Woodlands Close, MEGA@Woodlands #01-24, Singapore 737856

Survey Type : (New Survey / Resurvey)	NEW SURVEY
Vehicle to be surveyed :	SLA9610H
ERGO Insured Vehicle :	YQ4255U
Date of Accident :	7/10/2022
Date of Survey :	10/10/2022
Name of Workshop :	CONVERGENCE AUTOMOTIVE PTE LTD

Address of Survey Location :	39 Woodlands Close, MEGA@Woodlands #01-24, Singapore 737856
Name of Contact Person :	KAELYNN/ JEREMY
Contact Number :	6993 2080/9888 8819
Any Undercarriage involved : (please indicate Yes / No)	NO

Warmest Regards  
**Kaelynn | Admin Executive**



**CONVERGENCE AUTOMOTIVE (PTE. LTD.)**

Co. Reg. No. 201820703D  
 39 Woodlands Close, MEGA@Woodlands #01-24 Singapore 737856  
 Tel: (65) 6993 2080 | Email: [operations@convergenceauto.com.sg](mailto:operations@convergenceauto.com.sg)

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