

Veron Chen (LKKAUTO)

From: Bryan Ang (LKKAUTO)
Sent: Friday, 4 November 2022 12:33 PM
To: Melody Teoh; Veron Chen (LKKAUTO); Steve Chen (LKK Auto)
Cc: Ivy Yong; SUR; Admin; Chee Wee Tay
Subject: RE: ERGO REF. CDMPG22002155 | Arrange Survey SKT8610B DOA 13.10.2022 (OD)

Dear All

Insured vehicle sustained an impact force at its frontal portion when it collided into the rear portion of TP vehicle. Impact and resultant damage will not cause misalignment of the insured vehicle's undercarriage parts leading it to swerve to the left. The complaint by insured is hence not related to this particular accident.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com

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

From: Melody Teoh <melody.teoh@ergo.com.sg>
Sent: Thursday, 3 November 2022 5:19 pm
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Cc: Ivy Yong <ivy.yong@ergo.com.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; Admin <support@insurlogic.net>; Chee Wee Tay <cheewee.tay@insurlogic.com.sg>
Subject: RE: ERGO REF. CDMPG22002155 | Arrange Survey SKT8610B DOA 13.10.2022 (OD)

Dear LKK & IL,

Any updates on this matter?

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
DID.: +65 6829 9225
melody.teoh@ergo.com.sg



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 2 November 2022 5:13 pm
To: Ivy Yong <ivy.yong@ergo.com.sg>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; Dillen Selvarajoo <dillen.selvarajoo@ergo.com.sg>; Admin <support@insurlogic.net>; Chee Wee Tay <cheewee.tay@insurlogic.com.sg>
Subject: FW: ERGO REF. CDMPG22002155 | Arrange Survey SKT8610B DOA 13.10.2022 (OD)

Dear Ivy,

Thank you for the email.

We will check and revert.

Dear Steve,

Kindly assist. CS/EGI22010288/Evy3

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)

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Wednesday, 2 November 2022 5:02 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: FW: ERGO REF. CDMPG22002155 | Arrange Survey SKT8610B DOA 13.10.2022 (OD)

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Wednesday, 2 November 2022 3:11 PM
To: admin-d <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: 'Admin' <support@insurlogic.net>; Chee Wee Tay <cheewee.tay@insurlogic.com.sg>; Dillen Selvarajoo <dillen.selvarajoo@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002155 | Arrange Survey SKT8610B DOA 13.10.2022 (OD)

Hi Veron and insurlogic,

Insured vehicle was sent to PML for repair.

Insured mentioned that his car keep swerving to left due to alignment issue caused by the accident but this was not approved by LKK

Therefore this issue has not been rectify yet.

He wants to know our rejection basis for the alignment.

Please give us an update after checking with surveyor.

Thank you

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 | www.ergo.com.sg



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From: ERGO Insurance Pte. Ltd. (Claims Department)

Sent: Monday, 17 October 2022 2:42 pm

To: yap.mee.key@simedarby.com.sg; Yan (LKK Auto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>

Cc: 'Admin' <support@insurlogic.net>

Subject: ERGO REF. CDMPG22002155 | Arrange Survey SKT8610B DOA 13.10.2022 (OD)

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 | www.ergo.com.sg



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From: Yap Mee Key <yap.mee.key@simedarby.com.sg>
Sent: Monday, 17 October 2022 11:36 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: FW: Arrange Survey SKT8610B DOA 13.10.2022 (OD)

Dear Officer,

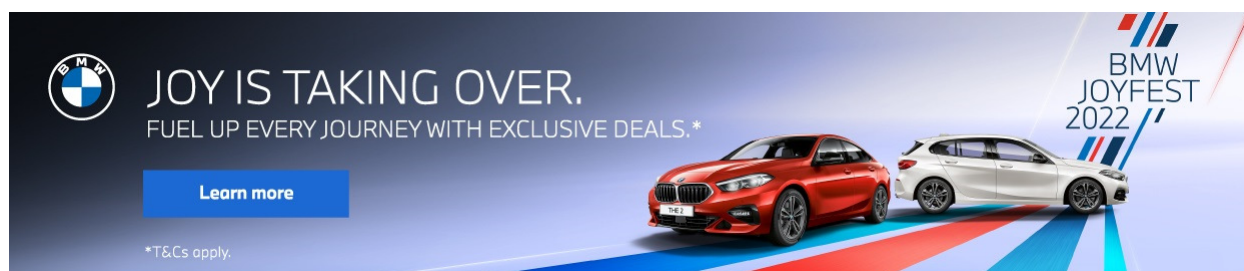
Kindly assign a survey to conduct. Vehicle grounded since 13.10.2022.
Owner keep chasing on the progress.
Thank you.

Best Regards,

Yap Mee Key
Motor Claims Advisor
Body and Paint

BMW
Performance Motors Ltd
Performance Munich Autos

TEL: +65 1800 2255 269
FAX: +65 6479 4601
Mobile: +65 9116 5199
Address : 303 Alexandra Road, Singapore 159941
Email: yap.mee.key@simedarby.com.sg



From: Yap Mee Key
Sent: Saturday, 15 October 2022 8:19 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Inthiran Thurasamy <inthiran.thurasamy@simedarby.com.sg>; Cresendo Llurca Lagman <cresendo.lagman@simedarby.com.sg>
Subject: Arrange Survey SKT8610B DOA 13.10.2022 (OD)

Dear Officer,

Kindly schedule a survey.
Vehicle grounded since 13.10.2022 at 303 Alexandra Rd, S 159941.
PIC : Meekey 9116 5199

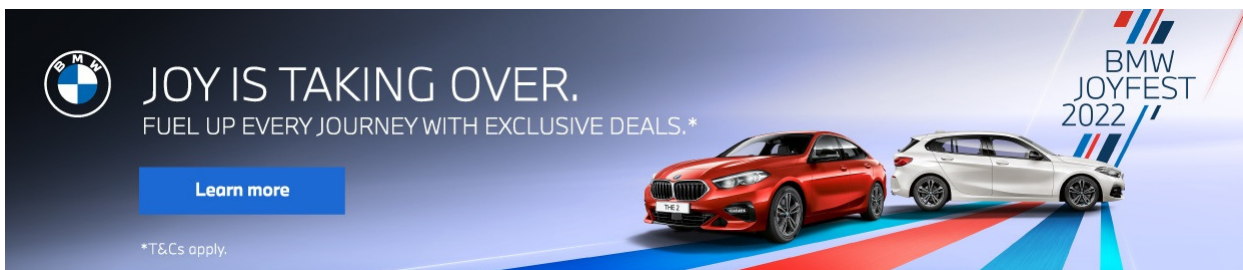
Thank you..

Best Regards,

Yap Mee Key
Motor Claims Advisor
Body and Paint

BMW
Performance Motors Ltd
Performance Munich Autos

TEL: +65 1800 2255 269
FAX: +65 6479 4601
Mobile: +65 9116 5199
Address : 303 Alexandra Road, Singapore 159941
Email: yap.mee.key@simedarby.com.sg



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