

Veron Chen (LKKAUTO)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Wednesday, 2 November 2022 2:32 PM
To: aclaw23@hotmail.com; Ivy Yong
Subject: RE: Car No. SKT8610B - Claim Reference No: CDMPG22002155

Hi Ivy

I emailed you this case just now, Mr Aw's car.

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: ERGO Insurance Pte. Ltd. <ergoinsurance@ergo.com.sg>
Sent: Wednesday, 2 November 2022 1:05 pm
To: C L Aw <aclaw23@hotmail.com>
Cc: Mummy <kimmooi59@hotmail.com>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: RE: Car No. SKT8610B - Claim Reference No: CDMPG22002155

Dear Sir/Mdm,

Thank you for writing to us at ERGO Insurance.

Our Claims Team (copied here) will help you with your queries.

Dear Claims Team,

Please assist. There is a callback request email raised earlier for Mr Aw Chin Leng also.

Thank you.

Data Classification: Confidential (C3)

Best regards,
ERGO Insurance Team

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www.ergo.com.sg

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From: C L Aw <aclaw23@hotmail.com>
Sent: Wednesday, 2 November 2022 12:20 PM
To: ERGO Insurance Pte. Ltd. <ergoinsurance@ergo.com.sg>
Cc: Mummy <kimmooi59@hotmail.com>
Subject: Car No. SKT8610B - Claim Reference No: CDMPG22002155

You don't often get email from aclaw23@hotmail.com. [Learn why this is important](#)

To Whom It May Concern,

My name is Aw Chin Leng. My wife, Lim Kim Mooi, is the owner of the above vehicle. The Certificate / Policy Number for the car is DMPG22007098.

I have called Ergo Insurance (Tel: 68299199 and 98276193) three times today and have left messages twice for Ergo to return my call.

The car was involved in an accident and the car was sent to PML for repairs. PML's Motor Claim Advisor, Ms. Yap Mee Kee, advised me that Ergo's surveyor, LKK, had declined PML's advice to perform wheel alignment due to the car swerving to the left (during the test drive) per PML Quality Control's assessment following the test drive after the repairs. Ms. Yap had requested that I refer the matter to Ergo as it is still PML's position that wheel alignment be performed to ascertain/and or rule out that the swerving to the left is due to alignment and not other causes.

I can be contacted via the above email address or Tel: 81253183 for further clarification. My wife's contact is Tel: 83893998 or email: kimmooi59@hotmail.com if you wish to get confirmation that I am handling the matter on her behalf. She is copied in this email.

Regards

Aw Chin Leng

Sent from [Mail](#) for Windows