

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 7 February 2023 9:35 AM
To: Jess Francis Carlos
Cc: SUR
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +
Attachments: SNB 6046 SUPP MARKING .pdf

Dear Jess,

Please proceed the supplementary as attached with our surveyor marking.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, 4 January 2023 2:04 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Dear Jess,

As instructed by our client, please proceed to repair the insured vehicle **SNB 6046C. (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.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Tuesday, 3 January 2023 7:55 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Cc: Melody Teoh <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Dear All,

The insured is chasing us.

May we know if this claim authorized to repair?

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: Jess Francis Carlos
Sent: 27 December 2022 4:09 PM

To: siewsc@lkkauto.com; admin-d@lkkauto.com
Cc: Melody Teoh <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Dear LKK,

Kindly submit the required report that Ms Melody(ERGO) needs.

The owner is chasing us for this claim.

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: Melody Teoh <melody.teoh@ergo.com.sg>
Sent: 27 December 2022 3:31 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; siewsc@lkkauto.com
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Dear Jess,

We have yet to receive LKK surveyor’s prelim report.

Please liaise with our surveyor.

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: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Tuesday, 27 December 2022 3:19 pm
To: Melody Teoh <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

You don't often get email from jess.carlos@eurokars.com.sg. [Learn why this is important](#)

Hi,

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: Jess Francis Carlos
Sent: 23 December 2022 4:15 PM
To: 'Melody Teoh' <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Ma’am,

We would like to confirm your statement below that this claim is authorize?

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: Jess Francis Carlos
Sent: 22 December 2022 3:00 PM
To: Melody Teoh <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Ma’am

This claim is authorize?

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: Melody Teoh <melody.teoh@ergo.com.sg>
Sent: 21 December 2022 9:05 AM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

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Dear Jess,

Insured policy plan is Comprehensive and OD excess is \$500.

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: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Wednesday, 21 December 2022 8:44 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Melody Teoh <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Hi,

We would like to follow the coverage of this case and the excess.

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: 16 December 2022 1:54 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Melody Teoh <melody.teoh@ergo.com.sg>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Hi Mel

Please assist, 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: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Friday, 16 December 2022 1:04 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: 'Admin' <support@insurlogic.net>; admin-a@lkkauto.com; admin-d@lkkauto.com; Mei Kwan (LKKAuto (Meikwan@lkkauto.com)) <Meikwan@lkkauto.com>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

Hi,

We would like to follow-up the authorization & excess.

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: Jess Francis Carlos
Sent: 15 December 2022 10:29 AM
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: 'Admin' <support@insurlogic.net>; admin-a@lkkauto.com; admin-d@lkkauto.com; Mei Kwan (LKKAuto (Meikwan@lkkauto.com)) <Meikwan@lkkauto.com>
Subject: RE: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

To it may concern,

Your insured's car was inspected by you appointed surveyor on Dec 15, 2022.

We would like to follow-up the claim coverage for your insured's claim.

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: 13 December 2022 3:46 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; admin-a@lkkauto.com; admin-d@lkkauto.com; Mei Kwan (LKKAuto (Meikwan@lkkauto.com)) <Meikwan@lkkauto.com>
Cc: 'Admin' <support@insurlogic.net>
Subject: ERGO REF. CDMPG22002628 - Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

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: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Monday, 12 December 2022 5:10 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Our ref - SNB6046C MG HS / 3-12-2022 / OD Claim - ERGO / Survey +

To whom it may concern,

Kindly arrange the OD Claim Survey to your insured's vehicle.

Survey Type (New Survey / Resurvey)	SURVEY
Vehicle to be surveyed :	SNB6046C MG HS
ERGO Insured Vehicle :	SNB6046C MG HS
Date of Accident :	Saturday, 3 December 2022
Date of Survey :	TBA
Name of Workshop :	Trans Eurokars Pte Ltd
Address of Survey Location :	5 UBI CLOSE
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved : (please indicate Yes / No)	NO

Regards.

Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

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From: scan@eurokars.com.sg <scan@eurokars.com.sg>
Sent: 12 December 2022 5:08 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: Attached Image

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