

Veron Chen (LKKAuto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Friday, 23 December 2022 3:11 PM
To: Veron Chen (LKKAuto)
Subject: RE: SNA6378A (Pre-Inspection) / Your Vehicle : XE2641B | DOA - 19/12/2022

CDMCG22002741

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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Friday, 23 December 2022 9:20 am
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Admin' <support@insurlogic.net>
Subject: RE: SNA6378A (Pre-Inspection) / Your Vehicle : XE2641B | DOA - 19/12/2022

Dear Pauline,

Kindly provides 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)

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Tuesday, 20 December 2022 3:11 PM
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Admin' <support@insurlogic.net>
Subject: RE: SNA6378A (Pre-Inspection) / Your Vehicle : XE2641B | DOA - 19/12/2022

Dear Pauline,

Thank you for the assignment.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 20 December 2022 2:39 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>; hdperfectautowork@gmail.com
Subject: FW: SNA6378A (Pre-Inspection) / Your Vehicle : XE2641B | DOA - 19/12/2022

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 | www.ergo.com.sg



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From: HD Perfect Autowork <hdperfectautowork@gmail.com>
Sent: Monday, 19 December 2022 6:55 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Re: SNA6378A (Pre-Inspection) / Your Vehicle : XE2641B | DOA - 19/12/2022

Dear Pauline,

Please arrange **LKK - Adrian Ling** to come and conduct the survey for vehicle SNA6378A.

Kindly note we are still pending from receiving our client's GIA report, we enclosed the GIA Draft for your kind attention.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Mon, Dec 19, 2022 at 3:15 PM ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Irene,

*** Please provide us TP accident report **ASAP** for case registration.

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 (Temp unavailable)	Roy (Temp unavailable)
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

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From: HD Perfect Autowork <hdperfectautowork@gmail.com>

Sent: Monday, 19 December 2022 2:33 pm

To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>; phoebe.xie@ergo.com.sg

Subject: SNA6378A (Pre-Inspection) / Your Vehicle : XE2641B | DOA - 19/12/2022

Dear Sir / Madam,

We are instructed by **Liu Hong Mei** to notify you of a road traffic accident on **19/12/2022** at about **12:00 hours** at/along **Junction of Sungai Tengah Road and Old Choa Chu Kang Road** involving our client's/customer's vehicle registration number **SNA6378A** and vehicle registration number **XE2641B** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

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