

## Meng Yan (LKK Auto)

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**From:** Pauline Soh <pauline.soh@ergo.com.sg>  
**Sent:** Wednesday, 1 February 2023 3:14 PM  
**To:** Ashlyn.Chng@inchcape.com.sg; admin-d; Admin A; Mei Kwan (LKKAuto)  
**Cc:** 'Admin'  
**Subject:** FW: ERGO REF. CDMPG23000254 - Direct Settlement (ST) - Accident Involving SMC1020R & SMH3997H DOA: 30.01.2023  
**Attachments:** SMC1020R\_EST INV.pdf; SMC1020R\_EFILE.pdf; Insurer Enquiry — GEARS.pdf

Hi LKK

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.**

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DID.: +65 6829 9194

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**From:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Sent:** Wednesday, 1 February 2023 9:33 am  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** Direct Settlement (ST) - Accident Involving SMC1020R & SMH3997H DOA: 30.01.2023

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SMH3997H** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle **NOT** in workshop).

**As for liability clearance, kindly revert to this email.**

**Driver will claim Medical or Injury.**

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

**D:** 6631 1874 | **F:** 6872 7260 | **E:** [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)

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