

Veron Chen (LKKAUTO)

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Friday, 17 March 2023 8:39 AM
To: Veron Chen (LKKAUTO); Meng Yan (LKK Auto); SUR
Cc: assignments
Subject: RE: Own Damage claim for vehicle SLG4449J - CDMPG23000464

Hi Veron,

If repairer didn't come back for resurvey, kindly give insured a call.
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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Friday, 17 March 2023 7:57 am
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Ivy Yong <ivy.yong@ergo.com.sg>; SUR <sur@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: Own Damage claim for vehicle SLG4449J - CDMPG23000464

Dear Ivy,

We have called workshop to explained that the internal items are indicated as question mark and they should dismantle and call for resurvey.

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: Thursday, 16 March 2023 5:10 PM

To: Ivy Yong <ivy.yong@ergo.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: Own Damage claim for vehicle SLG4449J - CDMPG23000464

Dear Ivy,

Thank you for the email.

Dear Veron,

Please assist. CS/EGI23002536/Avy3

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: Ivy Yong <ivy.yong@ergo.com.sg>

Sent: Thursday, 16 March 2023 4:56 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; admin-d <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Own Damage claim for vehicle SLG4449J - CDMPG23000464

Dear LKK,

Insured feedback that the internal part of the vehicle still unrepaired.

May I have your update for the conversation/email with third party repairer please.

Thank you

Mr Kamsani	93801195	SLG4449J	Customer said our surveyor did not survey properly. Said the internal damages still not repaired and car cannot move. Said only external being repaired
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Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

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

Sent: Thursday, 9 March 2023 5:29 pm

To: YK SUPREME <sandy.yksupreme@gmail.com>; 'Mei Kwan (LKKAUTO (Meikwan@lkkauto.com))' <Meikwan@lkkauto.com>; 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <admin-d@lkkauto.com>; 'Admin A (admin-a@lkkauto.com))' <admin-a@lkkauto.com>

Subject: RE: Own Damage claim for vehicle SLG4449J - CDMPG23000464

Hi LKK,

Please conduct this OD survey request.

Kindly inform us if you are not able to attend it.

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: YK SUPREME <sandy.yksupreme@gmail.com>
Sent: Thursday, 9 March 2023 4:49 pm
To: onlineclaims@ergo.com; Online Claims <onlineclaims@ergo.com.sg>
Subject: Own Damage claim for vehicle SLG4449J

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We are authorised by Mr Kamzani Bin Kamsun to repair his car due to a car accident on 24/02/2023.
Please arrange your surveyor for a Pre-repair survey before we carry out the car repair at our workshop located at
Blk 3012 Bedok Industrial Park E #01-2016 S(489978)

Attached GIA report for your reference.

Thank You & Best Regards

Sandy Chong

YK Supreme Autowerkz Pte Ltd
No.1 Kaki Bukit Ave 6 Autobay @ Kaki Bukit
#01-11/01-38 Singapore 417883
Bedok Main Office : Blk 3012 Bedok Industrial Park E #01-2016
Singapore 489978.
Contact: 93202773

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