

Meng Yan (LKK Auto)

From: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Thursday, 13 July 2023 4:51 pm
To: sm_automotive@hotmail.com; Admin A; admin-d; Mei Kwan (LKKAuto)
Subject: RE: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Hi LKK

Officer-in-Charge : TBA

Insured has not report, we will advise Officer-in-Charge and Claims ref no. later.

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

pauline.soh@ergo.com.sg | www.ergo.com.sg



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From: Zheng Hanyang <hanyang.zheng@ergo.com.sg>
Sent: Thursday, 13 July 2023 4:41 pm
To: Pauline Soh <pauline.soh@ergo.com.sg>
Subject: RE: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Dear PS,

Please allow. Thank you

Data Classification: Confidential, C3

Warmest Regards,
Zheng HanYang
Manager, Claims
ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three
Singapore 038988
DID.: +65 6829 9176
hanyang.zheng@ergo.com.sg

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From: ERGO Insurance Pte. Ltd. (Claims Department)
Sent: Thursday, 13 July 2023 4:33 pm
To: 'sm automotive' <sm_automotive@hotmail.com>; Zheng Hanyang <hanyang.zheng@ergo.com.sg>
Subject: RE: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Hi Hanyang

For your approval, thank you.

Warmest Regards,
Pauline Soh
Executive

ERGO Insurance Pte. Ltd.
8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

pauline.soh@ergo.com.sg | www.ergo.com.sg



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From: sm automotive <sm_automotive@hotmail.com>
Sent: Thursday, 13 July 2023 4:26 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Gary Chuah (perfect_automobile@hotmail.com) <perfect_automobile@hotmail.com>
Subject: Re: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Without Prejudice

Hi Pauline,

Is it possible for us to change to surveyor Andrew Ling (LKK) instead?

Apologize for any inconvenience caused.

We look forward to hearing from you soon, thanks.

Regards,
Yun Li

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Sent: Thursday, July 13, 2023 3:35 PM

To: sm automotive <sm_automotive@hotmail.com>; chuah gary <perfect_automobile@hotmail.com>

Subject: RE: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Dear Yun Li,

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

Hi PA

Officer-in-Charge : TBA

Insured has not report, we will advise Officer-in-Charge and Claims ref no. later.

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

pauline.soh@ergo.com.sg | www.ergo.com.sg



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From: sm automotive <sm_automotive@hotmail.com>

Sent: Thursday, 13 July 2023 2:27 pm

To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Subject: Re: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Without Prejudice

Hi Pauline

Please arrange for

Perfect Automobile	Gary Chuah
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For GIA we are waiting for the reporting center to email us and will forward accordingly once we have it, thanks.

Regards,
Yun Li

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Sent: Thursday, July 13, 2023 2:21 PM

To: sm_automotive@hotmail.com <sm_automotive@hotmail.com>

Subject: FW: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Dear Yun Li,

*** 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	Jeffrey Ong
Perfect Automobile	Gary Chuah
LKK	Byran / Andrew Ling

Precise Appraiser	Anthony Lim
Appraiser VP	Victor

Warmest Regards,
Pauline Soh
Executive

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

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From: sm automotive <sm_automotive@hotmail.com>

Sent: Thursday, 13 July 2023 2:15 pm

To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Subject: SMP8620U CLAIMING AGAINST XD5586M DOA: 13.07.2023

Without Prejudice

Hi Motor Claim Dept

Kindly send us your surveyor list, thanks.

Regards,
Yun Li

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

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