

## Hueh Yin (LKK Auto)

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Thursday, 20 June 2024 2:39 PM  
**To:** Hui Ting Tang; assignments; Admin A; admin-d; Mei Kwan (LKKAuto)  
**Subject:** ERGO REF. CDMCG24001493 - Our Ref: TK.AC(DK).GBE7924M; Your insured veh: YP3659A (ERGO); DOA: 18/06/2024 - PRI Notice

Please use this email for future correspondence, thank you.

Hi LKK,

Officer-in-Charge : Ivy Yong

Kindly input Officer-in-Charge and 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.

Pauline Soh | Executive

**ERGO Insurance Pte. Ltd.**

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

✉ [pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)

[www.ergo.com.sg](http://www.ergo.com.sg)

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We appreciate you choosing ERGO as your trusted insurer. Your feedback matters. Please leave us your comments what we have done well and how can we create better experience for you.

Thank you.

<https://forms.gle/HspFNLhk7WcjPxcZ8>

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**From:** Hui Ting Tang <huiting@crossbordersllc.com>

**Sent:** Thursday, 20 June 2024 10:35 am

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

**Cc:** Corene Chong <corene@crossbordersllc.com>

**Subject:** RE: Our Ref: TK.AC(DK).GBE7924M; Your insured veh: YP3659A (ERGO); DOA: 18/06/2024 - PRI Notice

Your attention is drawn to the CONFIDENTIALITY NOTICE below.

**WITHOUT PREJUDICE**

Dear Sirs/Madam

1. We refer to your email attached below.
2. We are instructed that our client has confirmed **LKK Auto Consultants** as single joint expert.
3. Please be informed that the said vehicle can be inspected at:

Venue:	D&K AUTOMOTIVE SERVICES PTE LTD
Address:	Blk C Kaki Bukit Avenue 6 #01-59 Kaki Bukit Autobay Singapore 417883
Contact:	Ice (8338 8376) / Ah Hwa (8226 5945)

4. Please liaise with the above workshop directly.

Thank You.

Regards

**Huiting**

TEL: 6438 1323 ext 2006

CrossBorders LLC

133 New Bridge Road

#23-03/04/05 Chinatown Point

Singapore 059413

Tel: (65) 6438 1323

Fax: (65) 6438 2313

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Sent:** Wednesday, June 19, 2024 10:59 AM  
**To:** Hui Ting Tang <[huiting@crossbordersllc.com](mailto:huiting@crossbordersllc.com)>  
**Cc:** Corene Chong <[corene@crossbordersllc.com](mailto:corene@crossbordersllc.com)>; ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Subject:** RE: Our Ref: [TK.AC](#)(DK).GBE7924M; Your insured veh: YP3659A (ERGO); DOA: 18/06/2024 - PRI Notice

Dear Sir/Madam,

We would like to conduct a PRI survey, please refer to our list of surveyors :

Survey Company	Surveyor Name
IHS	Chris Ang (only available from 20 June onwards)
Perfect	Gary
LKK	Bryan/Andrew
Precise	Anthony Lim

Ivy Yong

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**From:** Hui Ting Tang <[huiting@crossbordersllc.com](mailto:huiting@crossbordersllc.com)>  
**Sent:** Wednesday, 19 June 2024 10:44 am  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Corene Chong <[corene@crossbordersllc.com](mailto:corene@crossbordersllc.com)>  
**Subject:** Our Ref: [TK.AC](#)(DK).GBE7924M; Your insured veh: YP3659A (ERGO); DOA: 18/06/2024 - PRI Notice  
**Importance:** High

Your attention is drawn to the CONFIDENTIALITY NOTICE below.

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## **VERY URGENT**

**TO: ERGO Insurance Pte Ltd**

Dear Sirs/Madam

### **NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION**

**CLAIMANT: KIAN HUA MOTOR CO. PTE LTD**

**TRAFFIC ACCIDENT ON 18 JUNE 2024 AT 10:50 HRS ALONG JALAN TOA PAYOH TOWARDS PIE (CHANGI)**

**INVOLVING VEHICLES NO. GBE7924M & YP3659A**

We are instructed by **KIAN HUA MOTOR CO. PTE LTD** to notify you of a road accident on **18 JUNE 2024** at about **10:50** hrs along **JALAN TOA PAYOH TOWARDS PIE (CHANGI)** involving our client's vehicle registration number **GBE7924M** and vehicle registration number **YP3659A** driven by your insured at the material time. A copy of the Singapore accident statement/traffic police report filed is enclosed.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days (excluding any intervening Saturday, Sunday and Public Holiday) 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 shall proceed to repair the vehicle without further reference to you.

Please be informed that the said vehicle can be inspected at:

Venue: D&K AUTOMOTIVE SERVICES PTE LTD  
Address: Blk C Kaki Bukit Avenue 6  
#01-59 Kaki Bukit Autobay  
Singapore 417883  
Contact: Ice (6509 8258 / 8338 8376) / Ah Hwa (8226 5945)

Please revert accordingly.

Thank You.

Regards

**Huiting**

TEL: 6438 1323 ext 2006

CrossBorders LLC

133 New Bridge Road

#23-03/04/05 Chinatown Point

Singapore 059413

Tel: (65) 6438 1323

Fax: (65) 6438 2313

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