

Rajes (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, October 22, 2024 2:44 PM
To: Eng Pau Low; assignments; Admin A; admin-d; Mei Kwan (LKKAuto)
Subject: RE: Request for 3rd party claims survey YP82H241018 Claims against YQ3801A

Dear Susan,

We note that (survey firm) is also one of our panel surveyors.

Therefore, we will appoint (survey firm) at our end and arrange for the surveyor to liaise with you/your workshop on the survey appointment.

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.

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

ERGO Singapore Pte. Ltd. is rated A+ by A.M. Best.

[AM Best Upgrades Credit Ratings of ERGO Insurance Pte. Ltd.](#)

ERGO

A Munich Re company

www.ergo.com.sg

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>

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

From: Eng Pau Low <smc_eplow@yahoo.com.sg>

Sent: Tuesday, 22 October 2024 11:21 am

To: Pauline Soh <pauline.soh@ergo.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Subject: Fw: Request for 3rd party claims survey YP82H241018 Claims against YQ3801A

You don't often get email from smc_eplow@yahoo.com.sg. [Learn why this is important](#)

We had rejected your recommended panel.

We had propose "LKK" as the SJE for our client's vehicle YP82H

Kindly arrange ASAP.

Thank

Best Regard

Susan Low
M/s SMC Auto Engineering Works
No. 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit
Singapore 417883
Tel: 6741 1730

----- Forwarded message -----

From: Eng Pau Low <smc_eplow@yahoo.com.sg>

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

Sent: Tuesday, 22 October 2024 at 09:42:38 am SGT

Subject: Re: Request for 3rd party claims survey YP82H241018 Claims against YQ3801A

We rejected your panel.

We will like to propose LKK as SJE.

Kindly arrange

Thank

Best Regard

Susan Low
M/s SMC Auto Engineering Works
No. 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit
Singapore 417883
Tel: 6741 1730

On Monday, 21 October 2024 at 04:12:44 pm SGT, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Jasmine

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

Survey Company	
Surveyor Name	
IHS	
Chris Ang	
VP Appraisal	
Victor	
Priority	
Jeffrey Ong	
Precise	
Anthony Lim	

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

ERGO Singapore Pte. Ltd. is rated A+ by A.M. Best.

[AM Best Upgrades Credit Ratings of ERGO Insurance Pte. Ltd.](#)

ERGO

A Munich Re company

www.ergo.com.sg

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>

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

From: Eng Pau Low <smc_eplow@yahoo.com.sg>
Sent: Monday, 21 October 2024 3:59 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Request for 3rd party claims survey YP82H241018 Claims against YQ3801A

You don't often get email from smc_eplow@yahoo.com.sg. [Learn why this is important](#)
Accident on 18/10/2024 Along CTE Exit Upper Serangoon

Involving YP82H and YQ3801A

We refer to the above accident and 3rd party claims.

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop at No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883 as soon as possible.

Kindly arrange.

Thank you.

Best Regard!

Jasmine Low
M/s SMC Auto Engineering Works
No. 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit
Singapore 417883
Tel: 6741 1730

Date of Survey:- _____

Name of Authorise Surveyor:- _____

Surveyor Email: _____

Remark :- _____

EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.

EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.