

Hueh Yin (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 11 June 2024 2:55 PM
To: JWG CLAIMS; Admin A; admin-d; assignments; Mei Kwan (LKKAuto)
Subject: ERGO REF. CDMFG24001383 - PRI ARRANGEMENT SMD6588G | ACC ON 01-06-2024
INV VEH NO. SMD6588G (OUR REF) & WD7653B (YOUR REF)

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

www.ergo.com.sg

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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>

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From: JWG CLAIMS <jwg.claims@yahoo.com>

Sent: Tuesday, 11 June 2024 2:38 pm

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

Subject: Re: PRI ARRANGEMENT SMD6588G | ACC ON 01-06-2024 INV VEH NO. SMD6588G (OUR REF) & WD7653B (YOUR REF)

Dear Sir / Madam,

We refer to our last email to you

Should you not revert by the end of today we will be repairing the vehicle without further reference to you

Thank you

Warmest Regards,

XinMin

JWG International Pte Ltd

10, Ang Mo Kio Industrial Park 2A

#03-08 AMK AutoPoint

Singapore (568047)

Tel: 6909 8882 | Fax: 6909 9592

On Monday, June 10, 2024, 5:40 PM, JWG CLAIMS <jwg.claims@yahoo.com> wrote:

Without Prejudice,

Dear Sir / Madam,

We are not agreeable to your list of surveyors, we will be appointing our own surveyor to conduct the PRI

Thank you

Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A

#03-08 AMK AutoPoint

Singapore 568047

Tel: 6909 8882 | Fax: 6909 9592

E-mail: jwg.claims@yahoo.com

On Monday, 10 June 2024 at 05:00:39 pm SGT, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear JWG,

*** 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	
IHS	
Chris Ang	
Perfect	
Gary	
LKK	
Bryan/Andrew	
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

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Thank you.

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From: JWG CLAIMS <jwg.claims@yahoo.com>
Sent: Monday, 10 June 2024 4:57 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Re: PRI ARRANGEMENT SMD6588G | ACC ON 01-06-2024 INV VEH NO. SMD6588G (OUR REF) & WD7653B (YOUR REF)

Without Prejudice,

Dear Sir / Madam,

Sorry, correct no. plate is WD7653B as attached

Kindly send us a list of your surveyors, thank you

Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A

#03-08 AMK AutoPoint

Singapore 568047

Tel: 6909 8882 | Fax: 6909 9592

E-mail: jwg.claims@yahoo.com

On Monday, 10 June 2024 at 04:49:32 pm SGT, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Hi JWG

WD7653D is not our Insured, hence we will ignore this email.

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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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: JWG CLAIMS <jwg.claims@yahoo.com>

Sent: Monday, 10 June 2024 4:39 pm

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

Subject: Re: PRI ARRANGEMENT SMD6588G | ACC ON 01-06-2024 INV VEH NO. SMD6588G (OUR REF) & WD7653D (YOUR REF)

Without Prejudice,

Dear Sir / Madam,

We refer to our PRI sent on 08-Jun-2024.

Kindly assist to expedite on the PRI Request, Thank you

Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A

#03-08 AMK AutoPoint

Singapore 568047

Tel: 6909 8882 | Fax: 6909 9592

E-mail: jwg.claims@yahoo.com

On Saturday, 8 June 2024 at 09:37:40 am SGT, JWG CLAIMS <jwg.claims@yahoo.com> wrote:

Without Prejudice,

Dear Sir / Madam,

RE: ACCIDENT INVOLVING SMD6588G ALONG JURONG TOWN HALL ROAD @ 1610HRS

We are instructed to notify you of a road accident on **01-06-2024** at about **1610HRS** involving our client's vehicle registration number **SMD6588G** and vehicle registration number **WD7653D** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you 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. Kindly send us a list of survey firms to choose from.

Thank you.

We are requested to inform you that our client's vehicle is available for pre-repair inspection at the following address:

10 ANG MO KIO IND PARK 2A,

#03-08 AMK AUTOPOINT,

Singapore (568047)

Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A

#03-08 AMK AutoPoint

Singapore 568047

Tel: 6909 8882 | Fax: 6909 9592

E-mail: jwg.claims@yahoo.com

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