

Veron Chen (LKKAuto)

From: Norsipah <norsipah@tanchong.com>
Sent: Saturday, 8 September 2018 10:37 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Admin-D (LKKAuto); assignments; SUR
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Hi

We have yet to receive any response from you. Kindly revert with your offer soon. Thank you.

Best Regards,
Sipah
Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
E: norsipah@tanchong.com D: +6567038915
Website: www.tanchong.com :: www.nissan.com.sg

From: Norsipah
Sent: 10 August 2018 15:22
To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>
Cc: admin-d@lkkauto.com; ASSIGNMENTS@LKKAUTO.COM; SUR (sur@lkkauto.com) <sur@lkkauto.com>
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT
Importance: High

Hi

Our letter of demand attached for your perusal.

Hardcopy will reach you via mail soon.

Kindly revert with your offer soon. Thank you.

Best Regards,
Sipah
Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
E: norsipah@tanchong.com D: +6567038915
Website: www.tanchong.com :: www.nissan.com.sg

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: 04 June 2018 14:23
To: Lawrence Teo <lawrenceteo@tanchong.com>; Norsipah <norsipah@tanchong.com>; admin-d@lkkauto.com; ASSIGNMENTS@LKKAUTO.COM; SUR (sur@lkkauto.com) <sur@lkkauto.com>
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

WITHOUT PREJUDICE

Dear Lawrence,

We confirm LOR at \$100.00/day X no. of days as per recommended by our surveyor.

Rgds
Pei Li

From: Lawrence Teo [<mailto:lawrenceteo@tanchong.com>]
Sent: Monday, 4 June, 2018 1:54 PM
To: ERGO Insurance Pte. Ltd. (Claims Department); Norsipah; admin-d@lkkauto.com;
ASSIGNMENTS@LKKAUTO.COM; SUR (sur@lkkauto.com)
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018
INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Dear Pei Li,

Owner would like to claim LOR \$100/day for private car. Can we confirm?

Dear LKK,

Can we arrange surveyor tomorrow? 3pm. Owner waiting.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472
Email: lawrenceteo@tanchong.com
Website: www.tanchong.com :: www.nissan.com.sg

From: ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]
Sent: Monday, 4 June 2018 10:59 AM
To: Lawrence Teo <lawrenceteo@tanchong.com>; Norsipah <norsipah@tanchong.com>
Cc: admin-d@lkkauto.com; ASSIGNMENTS@LKKAUTO.COM; SUR (sur@lkkauto.com) <sur@lkkauto.com>
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018
DIRECT SETTLEMENT

Dear Lawrence,

Kindly advise what reply are you implying?

LKK had contacted your side on 30/05/2018 but your client vehicle is not available for inspection.

For all pre-repair survey matters, kindly liaise with LKK directly.

Rgds
Pei Li

From: Lawrence Teo [<mailto:lawrenceteo@tanchong.com>]
Sent: Monday, 4 June, 2018 10:39 AM
To: ERGO Insurance Pte. Ltd. (Claims Department); Norsipah
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018
INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Dear ALL,

Pending for reply.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472
Email: lawrenceteo@tanchong.com
Website: www.tanchong.com :: www.nissan.com.sg

From: Lawrence Teo
Sent: Wednesday, 30 May 2018 11:27 AM
To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Dear All,

See attached.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472
Email: lawrenceteo@tanchong.com
Website: www.tanchong.com :: www.nissan.com.sg

From: Lawrence Teo
Sent: Wednesday, 30 May 2018 11:26 AM
To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>
Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Dear All,

Please assign LKK.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472

Email: lawrenceteo@tanchong.com

Website: www.tanchong.com :: www.nissan.com.sg

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

Sent: Wednesday, 30 May 2018 9:34 AM

To: Lawrence Teo <lawrenceteo@tanchong.com>

Subject: RE: (DSMPC1800936) ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

WITHOUT PREJUDICE

Dear Sirs,

We write to confirm our agreement to have a direct settlement of this claim with quantum to be agreed.

Please find enclosed surveyor list for your action. Kindly indicate your selection in the box * upon completion, please email back for our action.

Await reply within 2 working days.

For PRS request, kindly reply via claims@ergo.com.sg.

Appreciated your co-operation.

Thank you.

Yee Pei Li

Claims Assistant (Motor)

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard

#04-01 Suntec Tower Five

Singapore 038985

Tel.: 65 6829 9199 DID: 65 6829 9194

Website: www.ergo.com.sg

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.

From: Lawrence Teo [<mailto:lawrenceteo@tanchong.com>]

Sent: Monday, 28 May, 2018 12:02 PM

To: Lionel Tan; ERGO Insurance Pte. Ltd. (Claims Department)

Cc: Iryani Amin

Subject: RE: ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Dear Lionel,

Thanks.

Dear Office In Charge,

Our customer, ALIYARUKUTTY NOWSHAD the owner of GBE9698C is insured with AIG Insurance at the material time of the accident. The 3rd party SLU9421G is insured with you at the material time of the accident.

Our customer holds your insured driver liable for the accident and would like to claim against your insured driver. On behalf of our customer, we hereby enquire whether you would like to have a Direct Settlement with our customer.

Our customer's claiming for Cost Of Repair and Loss Of Rental @\$100/Day.GIA Report / Estimate attached for your action.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472
Email: lawrenceteo@tanchong.com
Website: www.tanchong.com :: www.nissan.com.sg

From: Lionel Tan [mailto:lionel_tan@sg.msig-asia.com]
Sent: Wednesday, 23 May 2018 6:44 PM
To: Lawrence Teo <lawrenceteo@tanchong.com>
Cc: Iryani Amin <iryani_amin@sg.msig-asia.com>
Subject: RE: ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Hi Lawrence,

We are not the insurer of SLU 9421G.

Please re-direct your claim to ERGO Insurance.

Regards,

Lionel Tan
Executive, Claims Services (Motor)
D: +65 6643 1307 | F: +65 6225 7402 | lionel_tan@sg.msig-asia.com

From: Lawrence Teo [<mailto:lawrenceteo@tanchong.com>]
Sent: 22 May 2018 16:21
To: Claims <claims@sg.msig-asia.com>
Subject: ACCIDENT INVOLVING GBE9698C & SLU9421G ON 12.05.2018 INS/IC/LAW/0185/2018 DIRECT SETTLEMENT

Dear Office In Charge,

Our customer, ALIYARUKUTTY NOWSHAD the owner of GBE9698C is insured with AIG Insurance at the material time of the accident. The 3rd party SLU9421G is insured with you at the material time of the accident.

Our customer holds your insured driver liable for the accident and would like to claim against your insured driver. On behalf of our customer, we hereby enquire whether you would like to have a Direct Settlement with our customer.

Our customer's claiming for Cost Of Repair and Loss Of Rental @\$100/Day.GIA Report / Estimate attached for your action.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472

Email: lawrenceteo@tanchong.com

Website: www.tanchong.com :: www.nissan.com.sg

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