

Veron Chen (LKKAuto)

From: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Monday, 17 June 2019 9:43 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Chris Bulaclac; Veron Chen (LKKAuto)
Subject: Re:Accident On 06/12/2018 Involving Our Insured SLQ9909M And Your Insured SJQ5828M
Attachments: SLQ9909.pdf

REMINDER NOTICE

Your Reference Number: Claim ref: SLQ9909M Amount Outstanding: S\$13791.30 (Cost of Repair S\$12829.30, Loss of USE 08days x S\$120.00 = S\$960.00, & LTA Search Fee S\$2.00)

Dear Motor Claims,

May we remind you that according to our records the above amount is due for payment? If you have paid within the last few days please accept our apologies for troubling you and disregard the reminder of this letter.

If however, your account is outstanding then early settlement would be appreciated. We would ask that full payment reaches our office by the 17th July 2019 ; kindly let us have your payment as stipulated above.

Thank you,

Best regards

Mars Ler
B & P Service Advisor
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566

From: ERGO Insurance Pte. Ltd. (Claims Department) [mailto:claims@ergo.com.sg]
Sent: Monday, 10 December 2018 10:34 AM
To: Mars Ler
Cc: Chris Bulaclac
Subject: RE: Re:Accident On 06/12/2018 Involving Our Insured SLQ9909M And Your Insured SJQ5828M

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.

Regards,
ERGO Insurance Pte. Ltd.

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Singapore 038985
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Fax : +65 6829 9247



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: Mars Ler [mailto:mars.ler@ccfulco.com.sg]
Sent: Friday, December 07, 2018 4:02 PM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Chris Bulaclac
Subject: Re:Accident On 06/12/2018 Involving Our Insured SLQ9909M And Your Insured SJQ5828M

Dear Motor Claims ,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)

Thank You,

Best regards

Mars Ler
B & P Service Advisor
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566