

**admin**

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Wednesday, 25 March 2020 9:45 AM  
**To:** Admin A (admin-a@lkkauto.com); Admin-D (LKKAuto (admin-d@lkkauto.com); Mei Kwan (LKKAuto (Meikwan@lkkauto.com)  
**Cc:** shiying.ong@fastechauto.com.sg; Zheng Hanyang; Phoebe Xie  
**Subject:** FW: Claims ref no. (P) CDMPG20000518 REQUEST FOR PRE-REPAIR INSPECTION FOR SGQ 8558H DOA: 23.02.2020

Date Classification : Confidential, C3

**\*\* NOTE:** Please create case, input our Claim ref no. and upload ALL survey related documents into Merimen. Payment invoices shall be ignored for cases that are not submitted via Merimen.

Hi LKK,

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.

Warmest Regards,  
Pauline Soh  
Executive

**ERGO Insurance Pte. Ltd.**

5 Temasek Boulevard #04-05 | Suntec Tower Five | Singapore 038985  
DID.: +65 6829 9194

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://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.



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**From:** Ong Shiying <shiying.ong@fastechauto.com.sg>  
**Sent:** Wednesday, 25 March 2020 9:40 am

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Cc:** Jason <Jason@fastechauto.com.sg>; Lina Pang <Lina.pang@fastechauto.com.sg>; Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>  
**Subject:** RE: Claims ref no. (P) CDMPG20000518 REQUEST FOR PRE-REPAIR INSPECTION FOR SGQ 8558H  
DOA: 23.02.2020

Without Prejudice

Dear Pauline,

Please arrange (LKK Auto Consultants Pte Ltd) to conduct the pre- repair survey.

Thank you.

Best Regards,  
Shiying  
Fastech Auto Pte Ltd  
1 Kaki Bukit Avenue 6 #01-46/48/50  
Autobay Singapore 417883  
Tel: 6746 5405  
Fax: 6745 8520

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]  
**Sent:** Wednesday, March 25, 2020 9:34 AM  
**To:** Ong Shiying <[shiying.ong@fastechauto.com.sg](mailto:shiying.ong@fastechauto.com.sg)>  
**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>; Lina Pang <[Lina.pang@fastechauto.com.sg](mailto:Lina.pang@fastechauto.com.sg)>; Zheng Hanyang <[hanyang.zheng@ergo.com.sg](mailto:hanyang.zheng@ergo.com.sg)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>  
**Subject:** Claims ref no. (P) CDMPG20000518 REQUEST FOR PRE-REPAIR INSPECTION FOR SGQ 8558H DOA: 23.02.2020

Date Classification : Confidential, C3

Dear Shiying,

Please refer to our list of surveyors :

1	AIS	Automobile Inspection Services Pte Ltd
2	FTA	FormTeam Consultancy Pte Ltd
3	IAS	Infiniti Appraisal Service
4	JPK	JP Knights Pte Ltd
5	LBS	L.B.S Auto Consultants Pte Ltd
6	LKK	LKK Auto Consultants Pte Ltd

7	PS	Priority Services
8	VAC	Vicom Ltd
9	AJAX	AJAX Inspection Services Pte Ltd
10	AA	Appraisal Associate

Warmest Regards,  
Pauline Soh  
Executive

**ERGO Insurance Pte. Ltd.**

5 Temasek Boulevard #04-05 | Suntec Tower Five | Singapore 038985  
DID.: +65 6829 9194

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Ong Shiying <[shiyong.ong@fastechauto.com.sg](mailto:shiyong.ong@fastechauto.com.sg)>  
**Sent:** Tuesday, 24 March 2020 5:25 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>; Lina Pang <[Lina.pang@fastechauto.com.sg](mailto:Lina.pang@fastechauto.com.sg)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SGQ 8558H DOA: 23.02.2020

Without Prejudice

Dear Sir/Madam,

Please provide the surveyor list for above mention.

Thank You

Best Regards,  
Shiying  
Fastech Auto Pte Ltd  
1 Kaki Bukit Avenue 6 #01-46/48/50  
Autobay Singapore 417883  
Tel: 6746 5405  
Fax: 6745 8520

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**From:** Ong Shiyong  
**Sent:** Tuesday, March 24, 2020 10:51 AM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>; Lina Pang <[Lina.pang@fastechauto.com.sg](mailto:Lina.pang@fastechauto.com.sg)>  
**Subject:** REQUEST FOR PRE-REPAIR INSPECTION FOR SGQ 8558H DOA: 23.02.2020

*Without Prejudice*

Dear Sir/Madam

Your insured' s vehicle: [SLB 2337M.](#)

Date of accident: [23/02/2020](#)

Please arrange [Pre-repair Inspection](#) for my client' s vehicle no: [SGQ 8558H.](#)

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS

AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you.

Best Regards,  
Shiyong  
Fastech Auto Pte Ltd  
1 Kaki Bukit Avenue 6 #01-46/48/50  
Autobay Singapore 417883  
Tel: 6746 5405  
Fax: 6745 8520