

Summer Lee (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 8 December, 2020 2:53 PM
To: Assessment Dept; Admin-D (LKKAuto (admin-d@lkkauto.com)); Admin A (admin-a@lkkauto.com); Mei Kwan (LKKAuto (Meikwan@lkkauto.com))
Cc: Zheng Hanyang; Phoebe Xie
Subject: RE: Claims ref no. CDMCG20001816 PRS for our client's vehicle SH 7448 D and your insured's vehicle GBK 6758 B on 05.12.2020

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 | www.ergo.com.sg



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From: Assessment Dept <assessment_ltc@bifrotauto.com>
Sent: Tuesday, 8 December 2020 10:18 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: Re: Claims ref no. CDMCG20001816 PRS for our client's vehicle SH 7448 D and your insured's vehicle GBK 6758 B on 05.12.2020

WITHOUT PREJUDICE

Dear Sir/Mdm,

Our client has selected LKK..

Please let us have your claim number and office-in-charge's contact.

Please let us have the clearance of liability for direct settlement.

Please assign the pre-repair survey as soon as possible.

On Tue, 8 Dec 2020 at 10:00, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Regina/Wilson,

We would like to conduct a PRI survey, 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

Warmest Regards,

Pauline Soh

Executive

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From: Assessment Dept <assessment_ltc@bifrostauto.com>
Sent: Tuesday, 8 December 2020 9:30 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>
Subject: PRS for our client's vehicle SH 7448 D and your insured's vehicle GBK 6758 B on 05.12.2020

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Chua Kok Wah, to notify you of the aforesaid accident involving our client's vehicle SH 7448 D and your insured's vehicle GBK 6758 B on 05.12.2020.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against GBK 6758 B for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee / Regina / Wilson

Contact Email: claims_ltv@bifrostable.com / claims_ltm@bifrostable.com / assessment_ltc@bifrostable.com

VEH IN (Date & Time) : **08.12.2020**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from

you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

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Best Regards

Regina / Wilson

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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Best Regards

Regina / Wilson

Assessment Dept

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