

## Nivitha (LKK Auto)

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Thursday, 18 February 2021 3:59 PM  
**To:** Assessment Dept; Admin A (admin-a@lkkauto.com); Admin-D (LKKAuto (admin-d@lkkauto.com); Mei Kwan (LKKAuto (Meikwan@lkkauto.com)  
**Cc:** Zheng Hanyang; Phoebe Xie  
**Subject:** RE: Claims ref no. CDMCG21000314 PRS for our client's vehicle SHA 1123 Y and your insured's vehicle XD 9918 M on 17.02.2021

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.**

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988  
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:** Assessment Dept <assessment\_ltc@bifrostauto.com>  
**Sent:** Thursday, 18 February 2021 11:55 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. CDMCG21000314 PRS for our client's vehicle SHA 1123 Y and your insured's vehicle XD 9918 M on 17.02.2021

## 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 Thu, 18 Feb 2021 at 10:49, ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto: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	AJAX	AJAX Inspection Services Pte Ltd

Warmest Regards,

Pauline Soh

Executive

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

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[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:** Assessment Dept <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>

**Sent:** Thursday, 18 February 2021 10:30 am

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Ms Lim <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>; Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>

**Subject:** PRS for our client's vehicle SHA 1123 Y and your insured's vehicle XD 9918 M on 17.02.2021

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Lee Yee Liang, to notify you of the aforesaid accident involving our client's vehicle SHA 1123 Y and your insured's vehicle XD 9918 M on 17.02.2021.

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

This serves as a **NOTICE** that we are claiming against XD 9918 M 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](mailto:claims_ltv@bifrostable.com) / [claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com) / [assessment\\_ltc@bifrostable.com](mailto:assessment_ltc@bifrostable.com)

VEH IN (Date & Time) : **18.02.2021**

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

BIFROST AUTO PTE LTD

O: 62436687

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