

RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021 ERGO ref: CDMPG21001349

ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Wed 8/11/2021 5:03 PM

To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>;
SUR <sur@lkkauto.com>; Pauline Soh <pauline.soh@ergo.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>

Dear Hui Zhen,

Our ref is CDMPG21001349

Data Classification: Confidential, C3

Warmest Regards,
Zheng HanYang
Assistant Manager
ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three
Singapore 038988
DID.: +65 6829 9176
hanyang.zheng@ergo.com.sg



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From: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>
Sent: Wednesday, 11 August 2021 11:34 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>; Pauline Soh <pauline.soh@ergo.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: Re: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Dear Pauline,

Kindly assist to provide claim reference.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: huizhen@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hui Zhen (LKK Auto)

Sent: Monday, July 26, 2021 4:48 PM

To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>; SUR <sur@lkkauto.com>

Cc: 'Phoebe Xie' <phoebe.xie@ergo.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Dear Pauline,

Please be informed that we had surveyed vehicle SMJ 501P on 23/7/2021 and are pending for estimate from repairer.

Kindly assist to provide claim reference.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: huizhen@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto)

Sent: Friday, 23 July 2021 2:55 pm

To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Phoebe Xie' <phoebe.xie@ergo.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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

Sent: Friday, 23 July, 2021 2:45 PM

To: Ong Shiying <shiying.ong@fastechauto.com.sg>; Admin-D (LKKAuto (admin-d@lkkauto.com) <admin-d@lkkauto.com>; Admin A (admin-a@lkkauto.com) <admin-a@lkkauto.com>; Mei Kwan (LKKAuto (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>

Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Dear Shiying,

Please provide us TP accident report **ASAP** for case registration.

Hi LKK,

Kindly input our **Claims ref no.** in Merimen upon case submission.

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 | www.ergo.com.sg



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From: Ong Shiying <shiying.ong@fastechauto.com.sg>
Sent: Friday, 23 July 2021 2:01 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Without Prejudice

Dear Sir / Madam,

Please arrange (LKK - Bryan) 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

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]
Sent: Friday, July 23, 2021 1:55 PM
To: Ong Shiying <shiying.ong@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Dear Shiying,

*** Please provide us TP accident report **ASAP** for case registration.

We would like to conduct a PRI survey, please refer to our list of surveyors :

Survey Company	Surveyor Name
Priority Services	Jeffrey Ong
AJAX	Billy
Autoprobe	Tay Beng Hee
Perfect Automobile	Gary Chuah
AIS	Looi
Formteam (FTA)	Gary Soon
IAS	Edward
JPK	Anthony
LKK	Byran / Andrew Ling

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 | www.ergo.com.sg



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From: Ong Shiying <shiying.ong@fastechauto.com.sg>
Sent: Friday, 23 July 2021 9:11 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

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

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Ong Shiying
Sent: Thursday, July 22, 2021 4:05 PM
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>
Subject: REQUEST FOR PRE-REPAIR INSPECTION FOR SMJ 501P DOA: 21.07.2021

Without Prejudice

Dear Sir / Madam,

Your insured's vehicle: SJG 9169H.

Date of accident: 21/07/2021

Please arrange Pre-repair Inspection for my client's vehicle no: SMJ 501P.

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

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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