

Veron Chen (LKKAUTO)

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Wednesday, 21 September 2022 12:41 PM
To: Moo Wen Zheng; Admin-D (LKKAUTO); Mei Kwan (LKKAUTO)
Cc: ESPL - Claims Admin
Subject: RE: LOD//TP Claim SLK8390X YG99H (Your insured) DOA: 13/10/2021 REF: CDMCG21001985
Attachments: Invoice_Ergo.pdf

Without Prejudice

Dear Sir,

We refer to your Letter of Demand dated 25 August 2022.

The repair cost doesn't tally with our survey report, please confirm the COR.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower 3
Singapore 038988
DID.: +65 6829 9197
ivy.yong@ergo.com.sg | www.ergo.com.sg



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

Sent: Thursday, 25 August 2022 3:19 pm

To: Moo Wen Zheng <wenzheng.moo@eurokars.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>
Cc: ESPL - Claims Admin <claims.espl@eurokars.com.sg>
Subject: RE: LOD//TP Claim SLK8390X YG99H (Your insured) DOA: 13/10/2021 REF: CDMCG21001985

WITHOUT PREJUDICE

Dear Sir/Madam,

| |
|---|
| Please note: |
| (1) Please DO NOT MAIL us the duplicate hard copy Letter of Demand; and |
| (2) Please email us a copy of your client's Letter of Authorisation/Warrant to Act and you may disregard our request if you have done so; and |
| (3) Kindly send us all supporting evidence including but not limited to your client's video evidence, Traffic Police Investigation Result and/or any other supporting documents that may assist in our review of your client's claim without the need of our express request for the same. |

- (X) We acknowledge receipt of your Letter of Demand.
() Our Insured has yet to report the accident to us.
(X) We will reply to you on our position **within 8 calendar weeks from today** or within 14 days after the said re-inspection, whichever is later.

Officer In Charge: as copied in this email.

Thank you.

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

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From: Moo Wen Zheng <wenzheng.moo@eurokars.com.sg>

Sent: Thursday, 25 August 2022 10:49 am

To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>

Cc: ESPL - Claims Admin <claims.espl@eurokars.com.sg>

Subject: LOD//TP Claim SLK8390X YG99H (Your insured) DOA: 13/10/2021 REF: CDMCG21001985

Dear Officer,

The repairs have been completed for **SLK8390X**. We submit the following claims with supporting documents for your perusal:-

| | |
|--|--------------------|
| 1) Invoice No. 30029596 | \$ 4,313.71 |
| 2) Loss of use (\$140 X 3 days) | \$ 420.00 |
| 3) LTA/ GIA Search Fee | \$ 2.00 |
| 4) Letter of Authorization | ATTACHED |
| 5) Discharge Voucher | ATTACHED |
| Please pay \$ 4,875.71 to Trans Eurokars Pte Ltd | \$ 4,875.71 |

We look forward to receiving your offer/Discharge Voucher soon.

Thank you.

Best regards.

Wen Zheng

Customer Service Coordinator

27A Tanjong Penjuru, Singapore 609042

Tel. +65 6331 0680 | DID +65 6331 0692 | wenzheng.moo@eurokars.com.sg

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