

## Huey Yon (LKKAUTO)

---

**From:** Ivy Yong <ivy.yong@ergo.com.sg>  
**Sent:** Monday, 12 September 2022 11:14 AM  
**To:** Huey Yon (LKKAUTO)  
**Cc:** SUR  
**Subject:** RE: FW: PRS for our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022

Hi Huey Yon,

[CDMCG22000874](#)

**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](mailto:ivy.yong@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.

### EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.  
Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.  
ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

---

**From:** Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>  
**Sent:** Monday, 12 September 2022 11:13 am  
**To:** Ivy Yong <ivy.yong@ergo.com.sg>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: FW: PRS for our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022

You don't often get email from [hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com). [Learn why this is important](#)

Dear Ivy,

Kindly provide us claim no.

Best Regards,

**Huey Yon** | case handler

**LKK Auto Consultants Pte.Ltd.**

Phone: 6256-3561 Fax: 62564315 email: [hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

---

**From:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>

**Sent:** Thursday, 8 September 2022 3:41 PM

**To:** 'Admin-D (LKKAuto ([admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)))' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com))' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto ([Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com))) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin <[support@insurlogic.net](mailto:support@insurlogic.net)>

**Subject:** RE: FW: PRS for our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022

Dear LKK,

LOD received, please let us have your SR in Merimen.

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](mailto:ivy.yong@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)

**ERGO**

A Munich Re company

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.

#### EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

---

**From:** ERGO Insurance Pte. Ltd. (Claims Department)

**Sent:** Tuesday, 10 May 2022 4:17 pm

**To:** Assessment Dept <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>; 'Admin-D (LKKAUTO (admin-d@lkkauto.com))' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A (admin-a@lkkauto.com)' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAUTO (Meikwan@lkkauto.com)) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin <[support@insurlogic.net](mailto:support@insurlogic.net)>

**Subject:** RE: FW: PRS for our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022

Dear Regina/Yee,

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

Hi LKK,

\*\*\* Insured has not report.

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](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.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

---

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

**Sent:** Tuesday, 10 May 2022 3:31 pm

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>

**Subject:** Re: FW: PRS for our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022

**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, 10 May 2022 at 15:03, ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

Dear Regina/Yee,

\*\*\* 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
LKK	Byran / Andrew Ling
Precise Appraiser	Anthony Lim

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)



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.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

---

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

**Sent:** Tuesday, 10 May 2022 1:19 pm

**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)>; Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@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)>

**Subject:** PRS for our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Ang Hong Yew ( Hong Fengyou ), to notify you of the aforesaid accident involving our client's vehicle SHA 3941 P and your insured's vehicle GBD 9395 G on 09.05.2022.

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

This serves as a **NOTICE** that we are claiming against GBD 9395 G 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) : **10.05.2022**

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.**

#### CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential.

The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

--

Best Regards

Regina / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

**EMAIL DISCLAIMER**

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.

--

Best Regards

Regina / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

**EMAIL DISCLAIMER**

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.

**EMAIL DISCLAIMER**

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message.

Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference.

ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.