

Yan (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 10 May 2022 4:17 PM
To: Assessment Dept; 'Admin-D (LKKAuto (admin-d@lkkauto.com)); 'Admin A (admin-a@lkkauto.com); Mei Kwan (LKKAuto (Meikwan@lkkauto.com)
Cc: Admin
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 | www.ergo.com.sg



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From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Tuesday, 10 May 2022 3:31 pm

To: ERGO Insurance Pte. Ltd. (Claims Department) <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> 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.

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From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Tuesday, 10 May 2022 1:19 pm

To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <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 / claims_ltm@bifrostable.com / 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.

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Best Regards

Regina / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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Best Regards

Regina / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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