

Shiau Chan (LKKAuto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Thursday, 5 January 2023 1:58 PM
To: Shiau Chan (LKKAuto)
Subject: RE: FW: PRS for our client's vehicle SHA 7995 H and your insured's vehicle XE 1932 T on 13.08.2022

CDMCG22001660

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, 4 January 2023 5:36 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>
Cc: 'admin' <support@insurlogic.net>
Subject: RE: FW: PRS for our client's vehicle SHA 7995 H and your insured's vehicle XE 1932 T on 13.08.2022

Dear Pauline,

Kindly provide us the claim reference.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 16 August 2022 1:19 PM
To: 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'admin' <support@insurlogic.net>
Subject: RE: FW: PRS for our client's vehicle SHA 7995 H and your insured's vehicle XE 1932 T on 13.08.2022

Dear Pauline,

Thank you for the assignment.

Best Regards,
Yan | 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)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Monday, 15 August 2022 4:55 PM
To: Assessment Dept <assessment_ltc@bifrostauto.com>; Yan (LKK Auto <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto <Meikwan@lkkauto.com> <Meikwan@lkkauto.com>
Cc: admin <support@insurlogic.net>
Subject: RE: FW: PRS for our client's vehicle SHA 7995 H and your insured's vehicle XE 1932 T on 13.08.2022

Dear Mr 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@bifrostable.com>
Sent: Monday, 15 August 2022 4:53 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Claims Dept <claims_ltr@bifrostable.com>; Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_lts@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>; Ms Lim <claims_ltm@bifrostable.com>
Subject: Re: FW: PRS for our client's vehicle SHA 7995 H and your insured's vehicle XE 1932 T on 13.08.2022

Without Prejudice

Dear sir/Mdm

Our client selects LKK / Bryan.

Taxi at workshop.

Best Regards
Mr Yee
Assessment Dept
BIFROST AUTO PTE LTD
O: 62436687

On Mon, 15 Aug 2022 at 16:34, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Mr 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
LBS	Mohd Fadhilah
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

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From: Assessment Dept <assessment_ltc@bifrostauto.com>
Sent: Monday, 15 August 2022 2:50 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>
Subject: PRS for our client's vehicle SHA 7995 H and your insured's vehicle XE 1932 T on 13.08.2022

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Tan Cheng Boong, to notify you of the aforesaid accident involving our client’s vehicle SHA 7995 H and your insured’s vehicle XE 1932 T on 10.08.2022.

Please find enclosed our client’s LTA Search. We will follow with GIA Report once avail.

Please let us have the handling officer's email and link to upload video.

This serves as a **NOTICE** that we are claiming against XE 1932 T 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.

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 / Mr Yee

Contact Email: claims_ltv@bifrostauto.com / claims_ltm@bifrostauto.com / assessment_ltc@bifrostauto.com

VEH IN (Date & Time) : **15.08.2022**

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

Mr Yee

Assessment Dept

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