

## Meng Yan (LKK Auto)

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**From:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Sent:** Tuesday, 18 October 2022 2:18 PM  
**To:** HD Perfect Autowork; Mei Kwan (LKKAuto); admin-d; Admin A  
**Subject:** RE: SMM6588J (Pre-Inspection) / Your Vehicle : XE333D | DOA - 17/10/2022 - CDMCG22002197

Hi LKK,

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

Please conduct this survey request.

Kindly inform us if you are not able to attend it.

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  
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**From:** HD Perfect Autowork <hdperfectautowork@gmail.com>  
**Sent:** Monday, 17 October 2022 3:41 pm  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>  
**Subject:** Re: SMM6588J (Pre-Inspection) / Your Vehicle : XE333D | DOA - 17/10/2022

Dear Pauline,

Thanks for your reply.  
Please arrange LKK-Andrew Ling to survey the above vehicle.  
Please advise liability after your study the case.

Thank You.

Regards,

*Shanelle Lim*

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Mon, Oct 17, 2022 at 2:24 PM ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

Dear Shanelle

\*\*\* Please provide us TP accident report **ASAP** for case registration once available. Our Insured has not report, unable to comment liability.

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 Fadhillah
Autoprobe (Temp unavailable)	Tay Beng Hee (Temp unavailable)
Perfect Automobile	Gary Chuah
AIS (Temp unavailable)	Looi (Temp unavailable)
Formteam (FTA)	Gary Soon
Genesis (Temp unavailable)	Roy (Temp unavailable)
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)

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**From:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>

**Sent:** Monday, 17 October 2022 1:31 pm

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>; Pauline Soh <[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)>; [phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)

**Subject:** SMM6588J (Pre-Inspection) / Your Vehicle : XE333D | DOA - 17/10/2022

Dear Sir / Madam,

We are instructed by **Teo Kee Lin** to notify you of a road traffic accident on **17/10/2022** at about **10:15 hours** at/along **Clemanti Ave 6 towards PIE (Before Clementi Loop Junction)** involving our client's/customer's vehicle registration number **SMM6588J** and vehicle registration number **XE333D** (your insured) at the material time.

A copy of the Singapore Accident Statement will be sent to you once we receive it from our client.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

*Shanelle Lim*

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

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