

## Meng Yan (LKK Auto)

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**From:** Pauline Soh <pauline.soh@ergo.com.sg>  
**Sent:** Wednesday, 22 February 2023 3:04 PM  
**To:** Assessment Department; Admin A; admin-d; Mei Kwan (LKKAuto)  
**Cc:** 'Admin'  
**Subject:** RE: ERGO REF. CDMFG23000318 - Accident involving SMM 8441 K & XD 5762 X on 03/02/2023 (PRE-REPAIR SURVEY REQUEST)

Hi LKK,

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)

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**From:** Assessment Department <assessment@4rensic.sg>

**Sent:** Wednesday, 22 February 2023 2:48 pm

**To:** Pauline Soh <pauline.soh@ergo.com.sg>

**Subject:** Re: ERGO REF. CDMFG23000318 - Accident involving SMM 8441 K & XD 5762 X on 03/02/2023 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey please.

Thank you.

*Regards,*

JANES  
4RENSIC MOTORS PTE LTD

Motor Claims Department

Tel: 88547553

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

On Fri, 17 Feb 2023 at 16:17, Pauline Soh <[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)> wrote:

Dear Janes

We would like to conduct a PRI survey, please refer to our list of surveyors :

<b>Survey Company</b>	<b>Surveyor Name</b>
Genesis	Roy
Perfect Automobile	Gary Chuah
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:** Assessment Department <[assessment@4rensic.sg](mailto:assessment@4rensic.sg)>

**Sent:** Thursday, 16 February 2023 4:37 pm

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

**Cc:** [CLAIMS@4rensic.sg](mailto:CLAIMS@4rensic.sg)

**Subject:** Accident involving SMM 8441 K & XD 5762 X on 03/02/2023 (PRE-REPAIR SURVEY REQUEST)

You don't often get email from [assessment@4rensic.sg](mailto:assessment@4rensic.sg). [Learn why this is important](#)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, TAN KAI LI KELLY to notify you of the aforesaid accident involving our client's vehicle SMM8441K and your insured's vehicle XD5762X on 03/02/2023 at 1500HRS along CORPORATION ROAD

This serves as a **NOTICE** that we are claiming against XD5762X 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, along with your list of at least **ten (10) motor surveyors**.

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:** 8 Kaki Bukit Ave 4 #01-50, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** JANES ( 8854 7553 )

**Contact Email:** [Claims@4rensic.sg](mailto:Claims@4rensic.sg)

VEH IN (Date & Time) : 16/02/2023

PRS ARRANGEMENT (Date & Time) : 17/02/2023 after 0930hrs

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.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

JANES

Motor Claims Department

Tel: 8854 7553

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