

RE: ERGO REF. CDMPG23000282 - ACCIDENT INVOLVING SMZ 4929 D & SNA 6448 G on 02/02/2023 (PRE - REPAIR SURVEY REQUEST)

ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Wed 1/3/2023 3:05 PM

To: Assessment Dept <assessment_ral@bifrostauto.com>; Admin A <admin-a@lkkauto.com>; admin-d <admin-d@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: 'Admin' <support@insurlogic.net>

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 | 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_ral@bifrostauto.com>

Sent: Wednesday, 1 March 2023 2:33 pm

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

Subject: Re: ERGO REF. CDMPG23000282 - ACCIDENT INVOLVING SMZ 4929 D & SNA 6448 G on 02/02/2023 (PRE - REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey

Thank you.

Regards,

PEI JIA
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 Mon, 27 Feb 2023 at 14:43, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Pei Jia

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

Survey Company	Surveyor Name
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 | 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.



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_ral@bifrostauto.com>
Sent: Monday, 27 February 2023 11:35 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>
Subject: ACCIDENT INVOLVING SMZ 4929 D & SNA 6448 G on 02/02/2023 (PRE - REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

We refer to the above matter.

We represent our client, ONG CAI YIN to notify you of the aforesaid accident involving our client's vehicle SMZ4929D and your insured's vehicle SNA6448G on 02/02/2023 at 0300HRS along PENANG ROAD

This serves as a **NOTICE** that we are claiming against SNA6448G 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 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: PEI JIA (88547553)

Contact Email: assessment_ral@bifrostauto.com

VEH IN (Date & Time) : 7/02/2023

PRS ARRANGEMENT (Date & Time) : 28/02/2023 after 1400hrs

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.

PEI JIA
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.

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.