

Meng Yan (LKK Auto)

From: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Tuesday, 7 March 2023 2:24 PM
To: Admin A; admin-d; Mei Kwan (LKKAuto)
Cc: 'Admin'
Subject: RE: ERGO REF. CDMCG23000533 - ACCIDENT INVOLVING GV 555 S & YP 1175 S on 04/03/2023 (PRE - REPAIR SURVEY REQUEST)
Attachments: SJ0E23360007_06-03-2023_161151.pdf

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: ERGO Insurance Pte. Ltd. (Claims Department)
Sent: Tuesday, 7 March 2023 2:19 pm
To: 'Assessment Dept' <assessment_ral@bifrostauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; Mei Kwan (LKKAuto (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>
Cc: 'Admin' <support@insurlogic.net>
Subject: ERGO REF. CDMCG23000533 - ACCIDENT INVOLVING GV 555 S & YP 1175 S on 04/03/2023 (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

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From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Tuesday, 7 March 2023 1:47 pm

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

Subject: Re: FW: ACCIDENT INVOLVING GV 555 S & YP 1175 S on 04/03/2023 (PRE - REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

May I check if the assignment had been arranged.

KINDLY TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

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 Tue, 7 Mar 2023 at 10:43, Assessment Dept <assessment_ral@bifrostauto.com> wrote:

WITHOUT PREJUDICE,

Dear Sir / Mdm,

May I check if the assignment had been arranged.

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, 6 Mar 2023 at 16:51, Assessment Dept <assessment_ral@bifrostauto.com> wrote:

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey please.

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, 6 Mar 2023 at 15:38, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Dennis

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

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From: Assessment Dept <assessment_ral@bifrostable.com>
Sent: Monday, 6 March 2023 2:22 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_rar@bifrostable.com>
Subject: ACCIDENT INVOLVING GV 555 S & YP 1175 S on 04/03/2023 (PRE - REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, ALAN TOWING SERVICES to notify you of the aforesaid accident involving our client's vehicle GV555S and your insured's vehicle YP1175S on 04/03/2023 at 2015HRS along TAMPINES INDUSTRIAL AVE 2

This serves as a **NOTICE** that we are claiming against YP1175S 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: DENNIS TING (93855409)

Contact Email: assessment_ral@bifrostable.com

VEH IN (Date & Time) : 06/03/2023

PRS ARRANGEMENT (Date & Time) : 07/03/2023 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.

DENNIS TING

Motor Claims Department

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