

Meng Yan (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Wednesday, 22 March 2023 4:04 PM
To: Admin A; admin-d; Mei Kwan (LKKAuto); claims@premiumauto.com.sg
Cc: chuah gary
Subject: FW: CDMPG23000561 (SDP 1811 M) - EXTEND GRACE PERIOD, DOA: 06/03/2023
Attachments: PA02642023 - SDP 1811 M - AUDI Q3 SPORTBACK 1.4 TFS - FRONT & REAR - ERGO (OD).pdf

Hi LKK

*** Please note that from 13 March onwards, OD claim (above 10k) review will be conducted by Perfect Automotive. Kindly approach Gary of Perfect Automotive before sending for OD authorization.

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.

Warmest Regards,
Pauline Soh
Executive

ERGO Insurance Pte. Ltd.
8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

pauline.soh@ergo.com.sg | www.ergo.com.sg



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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 22 March 2023 3:44 pm
To: Zheng Hanyang <hanyang.zheng@ergo.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: claims@premiumauto.com.sg
Subject: RE: CDMPG23000561 (SDP 1811 M) - EXTEND GRACE PERIOD, DOA: 06/03/2023

Dear Hanyang,

Attached above is the Estimate for your kind reference.

We would like to arrange for survey on **23/3/2023 @11am. 55 Ubi Road 1.**

Thank you.

Best Regards,

En Qi Lim

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Zheng Hanyang <hanyang.zheng@ergo.com.sg>

Sent: Wednesday, 22 March 2023 3:21 PM

To: Claims <claims@premiumauto.com.sg>

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

Subject: FW: CDMPG23000561 (SDP 1811 M) - EXTEND GRACE PERIOD, DOA: 06/03/2023

Dear Premium Auto,

I have just spoken to Mr and Mrs Tay (car owner).

They wish to convert to OD claim since it appears that insurer of the last vehicle had not responded for TP direct settlement

Please submit your OD estimate to us for us to arrange for survey asap.

Thank you

Data Classification: Confidential, C3

Warmest Regards,

Zheng HanYang

Manager, Claims

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard, #04-01 Suntec Tower Three

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hanyang.zheng@ergo.com.sg



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From: Foo Ai Ngoh
Sent: Thursday, 9 March 2023 4:19 pm
To: claims@premiumauto.com.sg
Subject: CDMPG23000561 (SDP 1811 M) - EXTEND GRACE PERIOD, DOA: 06/03/2023

Dear Siti
We will extend the period the period to 03.04.23.

Regards
Ai Ngoh

Data Classification: Confidential, C3

Warmest Regards,
Foo Ai Ngoh
Assistant Manger, Claims
ERGO Insurance Pte. Ltd.

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From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Thursday, 9 March 2023 2:48 pm
To: Claims <claims@premiumauto.com.sg>; Foo Ai Ngoh <aingoh.foo@ergo.com.sg>
Subject: RE: CDMPG23000561 (SDP 1811 M) - EXTEND GRACE PERIOD, DOA: 06/03/2023

Dear Ai Ngoh,

Please assist.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
Senior Executive, Claims

ERGO Insurance Pte. Ltd.

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From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 9 March 2023 2:40 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: claims@premiumauto.com.sg
Subject: SDP 1811 M - EXTEND GRACE PERIOD, DOA: 06/03/2023

Dear Claims,

Kindly be informed that your insured owner of SDP 1811 M had an accident on 06/03/2023.

We are assisting your insured on a third party claiming against PA 20 Y who is insured with Income Insurance Ltd.

Income Insurance hasn't been established till date and your insured policy has a 14 days grace period to allow him to make a claim on his own policy and it is on 19/03/2023.

As such he is requesting for a waiver on the grace period or at least an extension. This will then give him a chance to revert back to his policy should the Third party Claim be unsuccessful.

Please review and let us have your confirmation on the extension.

Thank you.

**Best Regards,
Siti Muhaini
Claims Administrator**

Premium Automobiles Pte Ltd (Reg No 199902271W)
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