

Meng Yan (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Monday, 27 March 2023 5:01 PM
To: Assessment Dept; Admin A; admin-d; Mei Kwan (LKKAuto)
Cc: 'Admin'
Subject: ERGO REF. CDMPG23000732 - PRS for our client's vehicle SHB 6270 S and your insured's vehicle SJH 2383 X D.O.A : 25.03.2023

Hi LKK,

*** Insured has not report.

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

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



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From: Assessment Dept <assessment_ltc@bifrostauto.com>
Sent: Monday, 27 March 2023 2:18 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Claims Dept <claims_lts@bifrostauto.com>; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>
Subject: Re: FW: PRS for our client's vehicle SHB 6270 S and your insured's vehicle SJH 2383 X D.O.A : 25.03.2023

Without Prejudice

Dear Pauline

Our client selects LKK - Bryan

Taxi at workshop.

Please make the necessary assignments.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Mon, 27 Mar 2023 at 14:12, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Mr Yee

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.

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From: Assessment Dept <assessment_ltc@bifrotauto.com>
Sent: Monday, 27 March 2023 2:08 pm
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Claims Dept <claims_lts@bifrotauto.com>; Claims Dept <claims_ltr@bifrotauto.com>; Joseph Koh <claims@bifrotauto.com>; Ms Lim <claims_ltm@bifrotauto.com>; Claims Dept <claims_ltv@bifrotauto.com>
Subject: PRS for our client's vehicle SHB 6270 S and your insured's vehicle SJH 2383 X D.O.A : 25.03.2023

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Lum Kwai Choy, to notify you of the aforesaid accident involving our client's vehicle SHB 6270 S and your insured's vehicle SJH 2383 X on 25.03.2023.

Please find enclosed our client's LTA Search and GIA Report.

This serves as a **NOTICE** that we are claiming against SJH 2383 X 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.

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: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee / Mr Yee

Contact Email: claims_ltv@bifrostable.com / claims_ltm@bifrostable.com / assessment_ltc@bifrostable.com

VEH IN (Date & Time) : **25.03.2023 @ 1620 hrs (Saturday)**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

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.

Thank you.

You can protect our environment. Think before you print.

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Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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