

Meng Yan (LKK Auto)

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 28 March 2023 2:52 PM
To: Assessment Department; Admin A; admin-d; Mei Kwan (LKKAuto)
Cc: 'Admin'
Subject: ERGO REF. CDMFG23000671 - Accident involving GBM 358 B & XE 781 T on 17/03/2023 (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

ERGO Insurance Pte. Ltd.

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

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

ERGO

A Munich Re company

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From: Assessment Department <assessment@mcrautoworks.com>
Sent: Tuesday, 28 March 2023 10:41 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: Re: FW: Accident involving GBM 358 B & XE 781 T on 17/03/2023 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

May I check if the assignment had been arranged.

DANNY
Motor Claims Department
Tel: 8716 3416

On Mon, 27 Mar 2023 at 17:19, Assessment Department <assessment@mcrautoworks.com> wrote:

Without Prejudice

Dear Sir/ Mdm,

Kindly assign LKK to conduct the survey please.

DANNY
Motor Claims Department
Tel: 8716 3416

On Mon, 20 Mar 2023 at 13:54, ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

Dear Danny

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.

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



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From: Assessment Department <assessment@mcrautoworks.com>
Sent: Monday, 20 March 2023 10:03 am
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Cc: Claims Department <claims@mcrautoworks.com>
Subject: Accident involving GBM 358 B & XE 781 T on 17/03/2023 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, OO LEASING PTE LTD to notify you of the aforesaid accident involving our client's vehicle GBM358B and your insured's vehicle XE781T on 17/03/2023 at 1521HRS along 2 NORTH POINT BIZHUB OUTSIDE #01-27

This serves as a **NOTICE** that we are claiming against XE781T 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 #01-53, Premier @ Kaki Bukit Singapore 415875

Contact Person: DANNY (87163416)

Contact Email: assessment@mcrautoworks.com

VEH IN (Date & Time) : 20/03/2023

PRS ARRANGEMENT (Date & Time) : 21/03/2023 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.

DANNY
Motor Claims Department
Tel: 87163416V

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