

Vic (LKKAUTO)

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Tuesday, 30 July, 2019 10:24 AM
To: Vic (LKKAUTO); Phoebe Xie
Cc: Admin A
Subject: RE: <SEEK MANDATE> RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D (REF:DSMFP1702659) LKK REF: CC4/EGI17021621/T1hb3
Attachments: LKK INSPECTION REPORT.PDF; LKK ADJUSTMENT REPORT.PDF; LKK INSPECTION PHOTOS.PDF; LKK REINSPECTION PHOTOS.PDF; TP LOD.PDF; LETTER TO OI.PDF

Hi Vic,

Please proceed.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9197
ivy.yong@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.

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.



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: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Tuesday, 30 July, 2019 9:41 AM
To: Jeannie Cheng; Phoebe Xie; Ivy Yong
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D (REF:DSMFP1702659) LKK REF: CC4/EGI17021621/T1hb3
Importance: High

Dear All,

We refer to the below email.

Please be informed that TP repairer is now chasing for settlement.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Jeannie Cheng [<mailto:jeannie.cheng@ergo.com.sg>]

Sent: Thursday, 4 July, 2019 4:59 PM

To: Phoebe Xie; Ivy Yong

Cc: Vic (LKKAuto)

Subject: FW: <SEEK MANDATE> RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D (REF:DSMF1702659) LKK
REF: CC4/EGI17021621/T1hb3

Importance: High

Dear Ivy/Phoebe,

Please assist.

Thank you.

Warmest Regards,
Jeannie Cheng
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-01 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9199 x 194
jeannie.cheng@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.

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.



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: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, July 02, 2019 6:10 PM

To: Jeannie Cheng

Cc: Admin A; Vic (LKKAUTO); ERGO Insurance Pte. Ltd. (Claims Department)

Subject: <SEEK MANDATE> RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D (REF:DSMFP1702659) LKK REF: CC4/EGI17021621/T1hb3

Importance: High

ERGO REF – DSMFP1702659

LKK REF – CC4/EGI17021621/T1hb3

Dear Jeannie,

ACCIDENT INVOLVING VEHICLES YM 5470D (OI) / SLF 3611T (TP) / OTHERS ON 09/11/2017

We refer to the above matter.

It was reported that the Insured vehicle was involved in a 3 vehicle chain collision and was the last vehicle and rear-ended TP vehicle. A letter was sent out to the Insured company to notify TP claim and NCD issues.

In view of the above, we are of the view that liability is not to our Insured's favour and the damages sustained to TP vehicle were consistent to the nature of the accident.

Summary to offer to repairer **CYCLE & CARRIAGE AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 34,865.95	\$ 21,400.00
Loss of Use (\$60 x 21 days) – 1193cc	\$ 1,260.00	\$ 1,260.00
LTA Search Fee	\$ 5.35	\$ 5.35
TOTAL	\$ 36,131.30	\$ 22,665.35

Breakdown of days is as follows:

Recommended Days	15 days
Downtime / Weekends	6 days
TOTAL	21 days

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Save the Earth. Print only when necessary.

This e-mail contains confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]

Sent: Tuesday, 19 December 2017 12:15 PM

To: 'Tay Jian Ye' <jianye.tay@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; admin-d@lkkauto.com

Subject: RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D (REF:DSMFP1702659)

WITHOUT PREJUDICE

Dear Sir,

We write to confirm our agreement to have a direct settlement of this claim with quantum to be agreed. Agreed single-joint expert LKK will finalize the reasonable cost of repairs and the number of days.

Aside to LKK, please assist to confirm direct settlement with the third party workshop

Thank you.

Yee Pei Li

Claims Assistant (Motor)

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard

#04-01 Suntec Tower Five

Singapore 038985

Tel.: 65 6829 9199 DID: 65 6829 9194

Website: 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.

From: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]

Sent: Tuesday, 19 December, 2017 11:12 AM

To: ERGO Insurance Pte. Ltd. (Claims Department)

Cc: Andre Chow En De; Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina

Subject: RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D REF:DSMFP1702659

Importance: High

2ND REMINDER

Dear officer in charge,

Can I have the liability for this case.

THANK YOU

Tay Jian Ye
Claim Division Operations
209 Pandan Gardens
Singapore 609339



WE DRIVE FIRST CLASS

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Tay Jian Ye
Sent: Monday, 20 November, 2017 10:29 AM
To: 'ERGO Insurance Pte. Ltd. (Claims Department)'
Cc: Andre Chow En De; Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina
Subject: RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D
Importance: High

Dear officer in charge,

Can I have the liability for this case

Tay Jian Ye
Claim Division Operations
209 Pandan Gardens
Singapore 609339



WE DRIVE FIRST CLASS

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: ERGO Insurance Pte. Ltd. (Claims Department) [<mailto:claims@ergo.com.sg>]
Sent: Monday, 13 November, 2017 12:33 PM
To: Tay Jian Ye

Cc: Andre Chow En De; Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina
Subject: RE: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D

WITHOUT PREJUDICE

Dear Sirs,

Please find enclosed surveyor list for your action. Kindly indicate your selection in the box * upon completion, please email back for our action.

Await reply within 2 working days.

For PRS request, kindly reply via claims@ergo.com.sg.

Appreciated your co-operation.

Thank you.

Yee Pei Li

Claims Assistant (Motor)
ERGO Insurance Pte. Ltd.
5 Temasek Boulevard
#04-01 Suntec Tower Five
Singapore 038985
Tel.: 65 6829 9199 DID: 65 6829 9194
Website: 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.

-----Original Message-----

From: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]

Sent: Friday, 10 November, 2017 10:21 PM

To: ERGO Insurance Pte. Ltd. (Claims Department)

Cc: Andre Chow En De; Don Bong Kiong Hua; Coco Lu Ting; Yusof Bin Hashim; Edwin Abcede Caina

Subject: TP CLAIM SLF3611T AGAIN YOUR INSURE YM5470D

Importance: High

To Officer In charge,

My client who is driving SLF3611T want to claims against YM5470D which was insured by you.

Attach is the SAS report and repair quotation for your reference.

Please let me know the liability

Tay Jian Ye
Claim Division Operations
209 Pandan Gardens
Singapore 609339

Cycle & Carriage Singapore * 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 * F: +65 6565 1240 * www.cyclecarriage.com.sg

-----Original Message-----

From: PGMFP06 [<mailto:pgmfp6@cyclecarriage.com.sg>]

Sent: Friday, 10 November, 2017 9:01 PM

To: Tay Jian Ye

Subject:

DISCLAIMER:-

This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message.

Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.



This email has been checked for viruses by AVG antivirus software.

www.avg.com