

## Vic (LKKAUTO)

**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 2 July, 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:DSMF1702659) 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  
**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
<b>TOTAL</b>	<b>\$ 36,131.30</b>	<b>\$ 22,665.35</b>

Breakdown of days is as follows:

Recommended Days	15 days
Downtime / Weekends	6 days
<b>TOTAL</b>	<b>21 days</b>

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**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](mailto:jianye.tay@cyclecarriage.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Don Bong Kiong Hua

<[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Yusof Bin Hashim

<[yusof.hashim@cyclecarriage.com.sg](mailto:yusof.hashim@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; [admin-](mailto:admin-@lkkauto.com)

[d@lkkauto.com](mailto:admin-@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](http://www.ergo.com.sg)

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**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

2<sup>ND</sup> 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](http://www.cyclecarriage.com.sg)

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**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



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**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](mailto: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](http://www.ergo.com.sg)

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-----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](http://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:

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