

Veron Chen (LKKAuto)

From: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Sent: Wednesday, 13 March 2019 11:09 AM
To: claims@ergo.com.sg
Cc: Veron Chen (LKKAuto); Andre Chow En De; Loi Ai Ting; Cheng Jo Jo; Coco Lu Ting
Subject: FW: Your Ref: DSMCV1800371 Our Ref: SGL5099L DOA: 25/02/2018
Attachments: SGL5099L - Letter of Demand.pdf

Dear Sir/Madam,

Can we have your offer of settlement for this case.

Our client is already chasing for the payment.

Appreciate your kind understanding on this matter.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg



A member of the Jardine Cycle & Carriage Group

From: Songcuan JR Lauro Araos
Sent: 15 February 2019 16:33
To: 'claims@ergo.com.sg'
Cc: Andre Chow En De; Loi Ai Ting; Cheng Jo Jo; Coco Lu Ting
Subject: Your Ref: DSMCV1800371 Our Ref: SGL5099L DOA: 25/02/2018

Dear Yee Pei Li,

We have submitted our LOD to your office on 01st November 2018.
Kindly let us have your offer so that we can close this case, our client is already chasing for the payment.

Our customer claim as follows:

| | |
|----------------|------------------------------|
| Cost of repair | \$ 5,927.80 |
| Loss of use | \$ 480.00 (\$60.00 x 8 days) |

| | |
|------------------|--------------------|
| Paint protection | \$ 600.00 |
| GIA search fee | \$ 2.00 |
| | ----- |
| Total | \$ 7,009.80 |

Appreciate if we can have your offer of settlement the soonest.
Thank you so much.

Best regards,

Larry Songcuan
Customer Service



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 A member of the Jardine Cycle & Carriage Group

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: 13 August 2018 09:51
To: Yusof Bin Hashim; Taufikh (LKKAUTO); Mei Kwan (LKKAUTO); Admin A; Admin-D (LKKAUTO)
Cc: Ling Jin Hoe; Andre Chow En De; Loi Ai Ting; Cheng Jo Jo; Lauro Araos Songcuan Jr; Coco Lu Ting
Subject: RE: FAINALIZE SGL5099L

Dear Yusof,

WITHOUT PREJUDICE

Confirm finalized amount of **\$ 5540** before GST @ 6 working days

Kindly send Final invoice and all supporting documents to ERGO INSURANCE

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>
Sent: Wednesday, 8 August 2018 11:15 AM
To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin A <admin-

a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Ling Jin Hoe <jinhoe.ling@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Cheng Jo Jo <jojo.cheng@cyclecarriage.com.sg>; Lauro Araos Songcuan Jr <lauro.songcuan@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Subject: RE: FAINALIZE SGL5099L

Dear Taufikh,

Please refer to attached files & photos.

Kindly confirm the finalized amount of \$ **5927.80** after GST

Regards

Yusof

Customer Service, Executive



CYCLE & CARRIAGE

Exceptional Journeys

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Hp: +65 91054077 • O: 65684501 • F: +65 65651240 • www.cyclecarriage.com.sg

From: Yusof Bin Hashim

Sent: Monday, 30 July, 2018 3:20 PM

To: Taufikh (LKKAuto)

Cc: Ling Jin Hoe; Andre Chow En De; Loi Ai Ting; Cheng Jo Jo; Lauro Araos Songcuan Jr; Coco Lu Ting

Subject: FAINALIZE SGL5099L

Dear Taufikh,

Please refer to attached files & photos.

Kindly confirm the finalized amount of \$ **5927.80** after GST

Regards

Yusof

Customer Service, Executive



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