

## Shu Pei (LKKAUTO)

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**From:** Admin-D (LKKAUTO)  
**Sent:** Tuesday, 18 June 2019 3:21 PM  
**To:** Admin A  
**Subject:** FW: PRS IRO SMA3559B | OI : YN7949Y | DOA: 14/01/2019| ERGO REF: CDMCG19000119/SR/JC  
**Attachments:** WhatsApp Image 2019-01-15 at 11.08.43 AM.jpeg; WhatsApp Image 2019-01-15 at 11.08.44 AM(1).jpeg; WhatsApp Image 2019-01-15 at 11.08.44 AM.jpeg; ESTIMATE & GIA REPORT SMA3559B.pdf; GIA YN7949Y.PDF  
**Importance:** High

Best Regards,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Jeannie Cheng [mailto:[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)]  
**Sent:** Tuesday, 12 March 2019 8:52 AM  
**To:** admin-d@lkkauto.com  
**Cc:** sur@lkkauto.com  
**Subject:** PRS IRO SMA3559B | OI : YN7949Y | DOA: 14/01/2019| ERGO REF: CDMCG19000119/SR/JC  
**Importance:** High

Hi LKK,

In compliance with "State Courts Practice Directions Amendment No.1 of 2016" in regards to the Pre Repair Survey, both TP repairer and Ergo Insurance Pte Ltd have agreed on your company to be the "Single Joint Expert".

Please conduct this survey request and confirm direct settlement with the repairer.

Attached are the necessary documents for your further actions (Note: Reports not to be released to any Third Party).

Kindly acknowledge receipt of this email.

NOTE: Please assist to quote our ref as the subject matter, when forwarding the Preliminary Reports / Survey Reports.

Thank you.

Warmest Regards,  
Jeannie Cheng  
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-01 Suntec Tower Five  
Singapore 038985  
[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)

[www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Don Bong Kiong Hua [<mailto:kionghua.bong@cyclecarriage.com.sg>]  
**Sent:** Monday, March 11, 2019 5:52 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department)  
**Cc:** Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye; Jeannie Cheng  
**Subject:** RE: TP CLAIM SMA3559B AGAINTS YN7949Y DOA 14.01.2019  
**Importance:** High

We choose LKK Auto Consultants.

Don Bong  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 81680997 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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

**Sent:** Monday, 11 March 2019 5:41 PM

**To:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Tay Jian Ye <[jianye.tay@cyclecarriage.com.sg](mailto:jianye.tay@cyclecarriage.com.sg)>; Jeannie Cheng <[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)>

**Subject:** RE: TP CLAIM SMA3559B AGAINTS YN7949Y DOA 14.01.2019

**WITHOUT PREJUDICE**

Dear Sir,

We acknowledged receipt of your email for the PRS request as below.

In compliance with “**State Courts Practice Directions Amendment No.1 of 2016**”, do select an assessor from the list below.

1	AIS	Automobile Inspection Services Pte Ltd
2	FTA	FormTeam Consultancy Pte Ltd
3	IAS	Infiniti Appraisal Service
4	JPK	JP Knights Pte Ltd
5	LBS	L.B.S Auto Consultants Pte Ltd
6	LKK	LKK Auto Consultants Pte Ltd
7	PS	Priority Services
8	VAC	Vicom Ltd

- We acknowledge your interest for direct settlement, our appointed assessor will finalize the cost of repairs and repair period with you.

Kindly let us have your reply on the selection of the surveyor.

Thank you.

Warmest Regards,  
Jeannie Cheng  
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-01 Suntec Tower Five  
Singapore 038985  
[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)



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**From:** Don Bong Kiong Hua [<mailto:kionghua.bong@cyclecarriage.com.sg>]  
**Sent:** Saturday, March 09, 2019 4:00 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department)  
**Cc:** Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye  
**Subject:** FW: TP CLAIM SMA3559B AGAINTS YN7949Y DOA 14.01.2019  
**Importance:** High

Dear Officer in charge,

Please let us know the liability as customer is chasing us.

Thanks

Don Bong  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 81680997 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)



A member of the Jardine Cycle & Carriage Group

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**From:** Don Bong Kiong Hua  
**Sent:** Wednesday, 30 January 2019 9:47 AM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Tay Jian Ye <[jianye.tay@cyclecarriage.com.sg](mailto:jianye.tay@cyclecarriage.com.sg)>  
**Subject:** RE: TP CLAIM SMA3559B AGAINTS YN7949Y DOA 14.01.2019  
**Importance:** High

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number **SMA3559B**), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number **YN7949Y**) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

Do let me know the liability at the soonest possible.

Don Bong  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339



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