

## Khanchna (LKK Auto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 15 August 2019 10:54 AM  
**To:** Ivy Yong; Khanchna (LKK Auto)  
**Cc:** CS A Team; Admin A  
**Subject:** RE: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019| ERGO REF: YP3003S/SL/jc \*\*\*  
LKK REF: CC4/EGI19005751/Kka

‘WITHOUT PREJUDICE’  
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Khanchna,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Ivy Yong <ivy.yong@ergo.com.sg>

Sent: Thursday, 15 August, 2019 10:10 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019| ERGO REF: YP3003S/SL/jc

Hi Mei Kwan,

Please send us survey report.

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

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

From: Survey Report (ERGO Insurance Pte. Ltd.)

Sent: Thursday, 15 August, 2019 10:10 AM

To: Ivy Yong

Subject: FW: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019 | ERGO REF: YP3003S/SL/jc

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

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

From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]

Sent: Friday, 5 April, 2019 7:01 PM

To: Jeannie Cheng

Cc: Admin A; Poh Kin (LKKAUTO); CS A Team; Survey Report (ERGO Insurance Pte. Ltd.); ERGO Insurance Pte. Ltd. (Claims Department)

Subject: RE: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019 | ERGO REF: YP3003S/SL/jc

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

EGI ref: TBA

LKK REF: CC4/EGI19005751/Kfa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SHD 5590P

We have not authorized repairs.

Enclosed for your perusal is:

- . TP estimated cost of repair
- . Preliminary advice

Please take note that the case handler in-charge is Poh Kin and he can be contacted at DID: 6841 2132.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Admin-D (LKKAuto)

Sent: Friday, 29 March, 2019 5:26 PM

To: 'Jeannie Cheng' <jeannie.cheng@ergo.com.sg>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019 | ERGO REF: YP3003S/SL/jc

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer agreed survey on 01/04/2019.

Best Regards,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

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

Sent: Friday, 29 March 2019 3:45 PM

To: admin-d@lkkauto.com

Cc: sur@lkkauto.com

Subject: FW: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019 | ERGO REF: YP3003S/SL/jc

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 on without prejudice basis and try to finalize with the repairer on the repairs.

Attached are the necessary documents for your further actions.

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  
DID.: +65 6829 9199 x 194  
jeannie.cheng@ergo.com.sg

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

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From: Candy Kong [mailto:candy.kong@transcab.com.sg]

Sent: Friday, March 29, 2019 3:38 PM

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

Cc: Jeannie Cheng; Survey Report (ERGO Insurance Pte. Ltd.)

Subject: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019 | ERGO REF:  
YP3003S/SL/jc

Dear all

Kindly arrange as below :

6 LKK LKK Auto Consultants Pte Ltd

Thks & Rdgs

Candy Kong

Claims Service Assistant

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

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

Sent: Friday, 29 March, 2019 3:33 PM

To: Candy Kong <candy.kong@transcab.com.sg>

Cc: Jeannie Cheng <jeannie.cheng@ergo.com.sg>; Survey Report (ERGO Insurance Pte. Ltd.)  
<Survey.Report@ergo.com.sg>

Subject: PRS IRO SHD5590P | OI : YP3003S | DOA: 26/03/2019 | ERGO REF:  
YP3003S/SL/jc

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
- 9 AJAX AJAX Inspection Services Pte Ltd

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  
DID.: +65 6829 9199 x 194  
jeannie.cheng@ergo.com.sg

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

From: Candy Kong [mailto:[candy.kong@transcab.com.sg](mailto:candy.kong@transcab.com.sg)]  
Sent: Friday, March 29, 2019 1:59 PM  
To: ERGO Insurance Pte. Ltd. (Claims Department)  
Subject: ARRANGE FOR SURVEY SHD5590P

DEAR ALL,

Please arrange for survey as below :

YP3003S - 26.03.2019 at 1600Hrs - SHD5590P

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate

Thks & Rdgs  
Candy Kong  
Claims Service Assistant

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