

## Mei Kwan (LKKAUTO)

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**From:** Jeannie Cheng <jeannie.cheng@ergo.com.sg>  
**Sent:** Wednesday, 8 May, 2019 4:46 PM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** Tracy Tan; Survey Report (ERGO Insurance Pte. Ltd.); Admin A; Poh Kin (LKKAUTO); CS A Team  
**Subject:** RE: PRS IRO YM8180X | OI : XE2880C | DOA: 13/04/2019| ERGO REF: CDMCG19000745/SL/jc  
**Attachments:** XE2880C OI.PDF  
**Categories:** HMK

Hi Mei Kwan,

I have attached OI GIA Report for your necessary action.

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](mailto:jeannie.cheng@ergo.com.sg)



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

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**From:** Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]  
**Sent:** Wednesday, May 08, 2019 8:45 AM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department)  
**Cc:** Jeannie Cheng; Tracy Tan; Survey Report (ERGO Insurance Pte. Ltd.); Admin A; Poh Kin (LKKAUTO); CS A Team  
**Subject:** RE: PRS IRO YM8180X | OI : XE2880C | DOA: 13/04/2019| ERGO REF: CDMCG19000745/SL/jc

Dear Sir / Madam,

We refer to the above matter.

**Kindly let us have a copy of your insured's GIA report for our necessary action.**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Friday, 3 May, 2019 1:54 PM

**To:** 'ERGO Insurance Pte. Ltd. (Claims Department)' <claims@ergo.com.sg>

**Cc:** 'Jeannie Cheng' <jeannie.cheng@ergo.com.sg>; 'Tracy Tan' <tracy.tan@ergo.com.sg>; 'Survey Report (ERGO Insurance Pte. Ltd.)' <Survey.Report@ergo.com.sg>; Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

**Subject:** RE: PRS IRO YM8180X | OI : XE2880C | DOA: 13/04/2019 | ERGO REF: CDMCG19000745/SL/jc

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

**LPC ref: CDMCG19000745/SL/jc**

**LKK REF: CC4/EG19007065/Ufa3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: YM 8180X

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

**Kindly let us have a copy of your insured's GIA report for our necessary action.**

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 23 April, 2019 11:51 AM

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

<[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: 'Jeannie Cheng' <[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)>; 'Tracy Tan' <[tracy.tan@ergo.com.sg](mailto:tracy.tan@ergo.com.sg)>; 'Survey Report (ERGO Insurance Pte. Ltd.)' <[Survey.Report@ergo.com.sg](mailto:Survey.Report@ergo.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PRS IRO YM8180X | OI : XE2880C | DOA: 13/04/2019 | ERGO REF: CDMCG19000745/SL/jc

Dear Sir/Mdm,

Thank you for the assignment.

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

**Sent:** Tuesday, 23 April 2019 10:54 AM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)

**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com); Jeannie Cheng <[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)>; Tracy Tan <[tracy.tan@ergo.com.sg](mailto:tracy.tan@ergo.com.sg)>; Survey Report (ERGO Insurance Pte. Ltd.) <[Survey.Report@ergo.com.sg](mailto:Survey.Report@ergo.com.sg)>

**Subject:** FW: PRS IRO YM8180X | OI : XE2880C | DOA: 13/04/2019 | ERGO REF: CDMCG19000745/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.  
(Note: No repair estimate was provided to us and our driver has not lodge the accident report to us)

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](mailto:jeannie.cheng@ergo.com.sg)

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**From:** Susan Low [<mailto:liusbro@ymail.com>]  
**Sent:** Monday, April 22, 2019 1:31 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department)  
**Subject:** Re: Request for 3rd party claims survey YM8180X Claims against XE2880C

We did like to chose as follow

LKK Auto Consultants Pte Ltd

Kindly arrange

Thank.

Best Regards,

Susan Low  
M/s Liu's Brother Auto Engineering Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 67411730 Fax: 67445746

On Monday, 22 April 2019, 1:24:05 pm SGT, ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)> wrote:

**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	<a href="#">AJAX Inspection Services Pte Ltd</a>

- Your request for inspection does not have your client's cost of repair estimate, kindly forward a copy
- Our Insured's driver has not reported the accident to us todate.

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](mailto:jeannie.cheng@ergo.com.sg)

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



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**From:** Susan Low [\[mailto:liusbro@ymail.com\]](mailto:liusbro@ymail.com)  
**Sent:** Thursday, April 18, 2019 3:38 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department)  
**Subject:** Request for 3rd party claims survey YM8180X Claims against XE2880C

Accident on 13/04/2019 Along Benoi Road

Involving YM8180X and XE2880C

We refer to the above accident and 3rd party claims.

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop at No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883 as soon as possible.

Kindly arrange.

Thank you.

Best Regard!

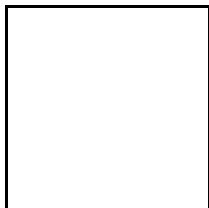
Susan Low  
M/s Liu's Brother Auto Engineering Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 6741 1730  
Fax: 6744 5746

Date of Survey:- \_\_\_\_\_

Name of Authorise Surveyor:- \_\_\_\_\_

Surveyor Email: \_\_\_\_\_

Remark :- \_\_\_\_\_



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[www.avg.com](http://www.avg.com)