

## Vic (LKKAuto)

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**From:** Ivy Yong <ivy.yong@ergo.com.sg>  
**Sent:** Monday, 8 July, 2019 10:53 AM  
**To:** Vic (LKKAuto)  
**Cc:** Phoebe Xie  
**Subject:** RE: <SEEK MANDATE> RE: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170) LKK REF CC4/EGI19007233/Eha3

Hi Vic,

Approved.

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](mailto:ivy.yong@ergo.com.sg)



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

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**From:** Jeannie Cheng  
**Sent:** Thursday, 4 July, 2019 5:01 PM  
**To:** Phoebe Xie; Ivy Yong  
**Cc:** vicalpeh@lkkauto.com  
**Subject:** FW: <SEEK MANDATE> RE: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170) LKK REF CC4/EGI19007233/Eha3  
**Importance:** High

Dear Ivy/Phoebe,

Please assist.

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:** Vic (LKKAUTO) [<mailto:vicaleph@lkkauto.com>]  
**Sent:** Tuesday, July 02, 2019 4:31 PM  
**To:** Jeannie Cheng  
**Cc:** ERGO Insurance Pte. Ltd. (Claims Department); Admin A; Vic (LKKAUTO)  
**Subject:** <SEEK MANDATE> RE: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170) LKK REF CC4/EGI19007233/Eha3  
**Importance:** High

**ERGO REF – CDMFG19000170**  
**LKK REF – CC4/EGI19007233/Eha3**

Dear Jeannie,

ACCIDENT INVOLVING VEHICLES GBC 1618Y (OI) AND SBH 2810A (TP) ON 22/01/2019

We refer to the above matter.

It was reported that the Insured vehicle accidentally collided to the TP vehicle while reversing out from the car park lot.

We had spoken to the Insured PIC Ms Katherine where she was informed of the TP claim and liability. She agreed to let us handle the matter and is aware of the TP claim and NCD issues. A letter was sent out to the Insured company.

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 **AUTOLUTION INDUSTRIAL PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 3,591.13	\$ 3,122.30
Loss of Use (\$100 x 4 days) – 1997cc	\$ 400.00	\$ 400.00
LTA Search Fee	\$ 7.45	\$ 7.45 – Pending Invoice
<b>TOTAL</b>	<b>\$ 3,998.58</b>	<b>\$ 3,529.75</b>

Breakdown of days is as follows:

Recommended Days	4 days
<b>TOTAL</b>	<b>4 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)



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**From:** Mei Kwan (LKKAuto)

**Sent:** Tuesday, 14 May, 2019 11:30 AM

**To:** 'Jeannie Cheng'

**Cc:** ERGO Insurance Pte. Ltd. (Claims Department); Poh Kin (LKKAuto); CS A Team; Admin A

**Subject:** RE: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

**EGI ref: CDMFG19000170**

**LKK REF: CC4/EGI19007233/Efa3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SBH 2810A

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](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 4:39 PM

**To:** 'Steve Lim' <[steve.lim@ergo.com.sg](mailto:steve.lim@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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

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:** Steve Lim [<mailto:steve.lim@ergo.com.sg>]

**Sent:** Tuesday, 23 April 2019 4:10 PM

**To:** Admin-D (LKKAuto) ([admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Jeannie Cheng <[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)>

**Subject:** FW: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

Dear LKK,

Enclosed OI report. Please assist to attend TP survey and handle direct settlement accordingly.

Steve Lim  
Manager - Claims

**ERGO Insurance Pte. Ltd.**

5 Temasek Boulevard, #04-05 Suntec Tower Five  
Singapore 038985  
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**From:** Hamzah [[mailto:hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)]  
**Sent:** Tuesday, 23 April, 2019 4:08 PM  
**To:** Steve Lim  
**Cc:** Jeannie Cheng  
**Subject:** Re: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

Dear Steve,

You may assign LKK Auto Consultants Pte Ltd.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)

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**From:** Steve Lim <[steve.lim@ergo.com.sg](mailto:steve.lim@ergo.com.sg)>  
**Sent:** Tuesday, April 23, 2019 12:18:04 PM  
**To:** Hamzah  
**Cc:** Jeannie Cheng  
**Subject:** RE: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

Hi Hamzah,

Please select

1	AIS	Automobile Inspection Services Pte Ltd
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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

Steve Lim  
Manager - Claims

**ERGO Insurance Pte. Ltd.**

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**From:** Hamzah [[mailto:hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)]  
**Sent:** Tuesday, 23 April, 2019 10:44 AM  
**To:** Steve Lim  
**Subject:** Re: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

Dear Steve.

Thanks and kindly arrange for survey.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)

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**From:** Steve Lim <[steve.lim@ergo.com.sg](mailto:steve.lim@ergo.com.sg)>

**Sent:** Tuesday, April 23, 2019 10:09:41 AM

**To:** Hamzah

**Subject:** FW: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019 (REF: CDMFG19000170)

WITHOUT PREJUDICE

Hi Hamzah,

Liability clear

Steve Lim  
Manager - Claims

**ERGO Insurance Pte. Ltd.**

5 Temasek Boulevard, #04-05 Suntec Tower Five  
Singapore 038985  
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Fax.: +65 6829 9247  
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**From:** ERGO Insurance Pte. Ltd. (Claims Department)

**Sent:** Tuesday, 23 April, 2019 10:02 AM

**To:** Steve Lim

**Cc:** Tracy Tan

**Subject:** FW: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019

**From:** Hamzah [[mailto:hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)]

**Sent:** Monday, April 22, 2019 5:39 PM

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

**Subject:** Re: Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019

Hi,

Please refer to my e-mail dated 24-1-2019 and revert on liability.

At mean times, legal document will be on hold.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)

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**From:** Hamzah

**Sent:** Thursday, January 24, 2019 3:46:16 PM

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

**Subject:** Accident involving SBH2810A and your insured GBC1618Y on 22-1-2019

Hi,

Prior to the above, my client wish to make TP claim against your insured, direct settlement with claiming for loss of use/vehicle rental.



Kindly check your insured liability and revert.

Attachment are workshop estimate and my client accident report.

Regards

Hamzah Sa'ad

Service Supervisor

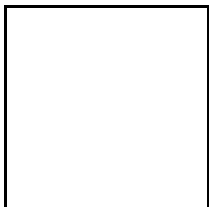
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