

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 4 June, 2019 10:55 AM
To: 'Jeannie Cheng'
Cc: 'Survey Report (ERGO Insurance Pte. Ltd.)'; Admin A; CS A Team; Jia Le (LKK Auto)
Subject: RE: PRS IRO XE3700H | OI : YM5111R | DOA: 25/05/2019| ERGO REF: YM5111R/SL/jc *** LKK REF: CC4/EGI19009468/Uda3
Attachments: TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf
Categories: HMK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: XE 3700H

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please provide us OI GIA and claim ref for our necessary action.

Our case handler in-charge is Jia Le and she can be contacted at DID: 6749 5792.

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)

From: Mei Kwan (LKKAuto)
Sent: Wednesday, 29 May, 2019 2:18 PM
To: 'Jeannie Cheng' <jeannie.cheng@ergo.com.sg>
Cc: 'Survey Report (ERGO Insurance Pte. Ltd.)' <Survey.Report@ergo.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: PRS IRO XE3700H | OI : YM5111R | DOA: 25/05/2019| ERGO REF: YM5111R/SL/jc *** LKK REF: CC4/EGI19009468/Uda3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please provide us OI GIA and claim ref for our necessary action.

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)

From: Admin-D (LKKAuto)

Sent: Wednesday, 29 May, 2019 11:28 AM

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

Cc: Admin A <admin-a@lkkauto.com>; 'Survey Report (ERGO Insurance Pte. Ltd.)'

<Survey.Report@ergo.com.sg>

Subject: RE: PRS IRO XE3700H | OI : YM5111R | DOA: 25/05/2019| ERGO REF: YM5111R/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 | fax: 6256-4315

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

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

Sent: Wednesday, 29 May 2019 9:03 AM

To: admin-d@lkkauto.com

Cc: sur@lkkauto.com; Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>

Subject: FW: PRS IRO XE3700H | OI : YM5111R | DOA: 25/05/2019| ERGO REF: YM5111R/SL/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 on without prejudice basis and try to finalize with the repairer on the repairs.

(Note: Our driver has not lodge the accident report to us)

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

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From: Karen Tan [<mailto:karentan@thinkone.com.sg>]
Sent: Tuesday, May 28, 2019 5:11 PM
To: Jeannie Cheng
Subject: RE: PRS IRO XE3700H | OI : YM5111R | DOA: 25/05/2019| ERGO REF: YM5111R/SL/jc
Importance: High

Hi Jeannie.

We shall proceed with LKK Auto Consultants Pte Ltd.

Thank you.

Karen Tan
Claim Advisor
Think One Autocare Pte Ltd
No.18 Defu Avenue 2
Singapore 539522
HP : 9128 8488
DID : 6844 3300 FAX : 6842 4988

From: Jeannie Cheng <jeannie.cheng@ergo.com.sg>
Sent: Tuesday, 28 May, 2019 4:36 PM
To: karentan@thinkone.com.sg
Cc: Steve Lim <steve.lim@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Survey Report (ERGO

Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>

Subject: RE: PRS IRO XE3700H | OI : YM5111R | DOA: 25/05/2019| ERGO REF: YM5111R/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
10	QRM	Quantum Risk Management (S) Pte Ltd

- 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

www.ergo.com.sg



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From: Annabel Tan
Sent: Tuesday, May 28, 2019 2:54 PM
To: ERGO Insurance Pte. Ltd. (Claims Department); Steve Lim; Jeannie Cheng; Phoebe Xie
Subject: FW: XE3700H & YM5111R ACCIDENT DATED ON 25.05.2019
Importance: High

Dear All,

FYNA please, thanks!

Regards,

Annabel Tan
Assistant Manager, Motor Underwriting

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID: +65 6829 9210
Fax: +65 6829 9248
annabel.tan@ergo.com.sg



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From: Karen Tan [<mailto:karentan@thinkone.com.sg>]
Sent: Tuesday, 28 May 2019 2:46 PM
To: MotorDesk <motordesk@ergo.com.sg>
Subject: RE: XE3700H & YM5111R ACCIDENT DATED ON 25.05.2019
Importance: High

Dear Sir/Mdm,

I would like to arrange for a surveyor for XE3700H. As my client is claiming against your insured YM5111R for the above mention accident.

Thank you.

Karen Tan
Claim Advisor
Think One Autocare Pte Ltd
No.18 Defu Avenue 2

Singapore 539522
HP : 9128 8488
DID : 6844 3300 FAX : 6842 4988



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