

Shu Pei (LKKAUTO)

From: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>
Sent: Tuesday, 10 September 2019 9:19 AM
To: Shu Pei (LKKAUTO)
Cc: Ivy Yong; Phoebe Xie
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc
Attachments: OI Accident Report.pdf; TP Accident Report.pdf

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9194
pauline.soh@ergo.com.sg



www.ergo.com.sg

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From: Shu Pei (LKKAUTO) [mailto:shupeil@lkkauto.com]
Sent: Tuesday, September 10, 2019 8:52 AM
To: Survey Report (ERGO Insurance Pte. Ltd.)
Cc: Ivy Yong; Phoebe Xie
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>

Sent: Thursday, 29 August 2019 9:50 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>

Cc: Ivy Yong <ivy.yong@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

Hi Shu Pei

OI not reported yet

Date Classification : Confidential, C3

Warmest Regards,

Pauline Soh

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five

Singapore 038985

DID.: +65 6829 9194

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, August 29, 2019 9:13 AM

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

Cc: Ivy Yong; Phoebe Xie

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>

Sent: Tuesday, 13 August 2019 9:31 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Ivy Yong <ivy.yong@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

Hi Shu Pei,

Our insured have not reported the accident.

I will send them a reminder letter.

Thank you.

Date Classification : Confidential, C3

Warmest Regards,

Pauline Soh

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five

Singapore 038985

DID.: +65 6829 9194

pauline.soh@ergo.com.sg



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, August 08, 2019 9:13 AM

To: Jeannie Cheng; Ivy Yong

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

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 30 July 2019 10:08 AM

To: Jeannie Cheng <jeannie.cheng@ergo.com.sg>

Cc: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>; Tracy Tan <tracy.tan@ergo.com.sg>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 1 July 2019 10:01 AM

To: Shu Pei (LKKAuto) <shupeilkkauto.com>

Cc: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>; Tracy Tan <tracy.tan@ergo.com.sg>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

Hi Shu Pei,

Our insured have not reported the accident.

I will send them a reminder letter.

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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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, July 01, 2019 9:32 AM
To: Jeannie Cheng
Cc: Survey Report (ERGO Insurance Pte. Ltd.); Tracy Tan
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 17 June 2019 2:48 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>; Tracy Tan <tracy.tan@ergo.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

Dear Shu Pei,

Insured have not reported. I will follow-up with them and update you again.

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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From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

Sent: Friday, June 14, 2019 9:18 AM

To: Jeannie Cheng

Cc: Admin A; Survey Report (ERGO Insurance Pte. Ltd.); Tracy Tan; Vic (LKKAuto)

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

From: Shu Pei (LKKAuto)

Sent: Monday, 10 June 2019 6:49 PM

To: Jeannie Cheng <jeannie.cheng@ergo.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>; Tracy Tan <tracy.tan@ergo.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBG 891J at M/s TC AutoClinic Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

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

Sent: Thursday, 6 June 2019 9:27 AM

To: Shu Pei (LKKAuto) <shupeilkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>; Tracy Tan <tracy.tan@ergo.com.sg>

Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

Dear Shu Pei,

Insured have not reported. I will be following up with them.

Thank you.

Warmest Regards,
Jeannie Cheng
ERGO Insurance Pte. Ltd.



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Thursday, June 06, 2019 9:06 AM
To: Jeannie Cheng
Cc: Admin A; Survey Report (ERGO Insurance Pte. Ltd.); Tracy Tan
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)
Sent: Wednesday, 29 May 2019 3:53 PM
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 GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc

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 | 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 11:54 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 GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/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: 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



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From: Jeannie Cheng
Sent: Wednesday, May 29, 2019 11:51 AM
To: 'Shawn Chua'
Cc: Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Good morning Shawn,

We will assign the selected surveyor accordingly.

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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From: Shawn Chua [<mailto:shawnychua@tanchong.com>]
Sent: Wednesday, May 29, 2019 11:44 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Jeannie Cheng; Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019| ERGO REF: YN7433T/SL/jc

Ergo Ref: **YN7433T/SL/jc**
Our Ref: **GBG891J**

Good morning.

Can I appoint LKK as the joint surveyor?

Shawn Chua
Service Executive
TC AutoClinic Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: +65 67038515
HP: +65 96450023
Fax: +65 64795019



From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Wednesday, May 29, 2019 11:37 AM
To: Shawn Chua <shawnychua@tanchong.com>
Cc: Kelvin Heng <kelvinheng@tanchong.com>; Jeannie Cheng <jeannie.cheng@ergo.com.sg>; Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>
Subject: RE: PRS IRO GBG891J | OI : YN7433T | DOA: 28/05/2019 | ERGO REF: YN7433T/SL/jc

WITHOUT PREJUDICE

Dear Shawn,

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

- 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



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From: Shawn Chua [<mailto:shawnychua@tanchong.com>]
Sent: Wednesday, May 29, 2019 11:10 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Kelvin Heng
Subject: Accident Involving GBG891J & YN7433T On 28/05/19

Dear Sir/Madam,

Our customer holds your insured driver, **YN7433T** liable for the accident on **28/05/19** and would like to claim against your insured driver. We hereby inquire whether you would like to have a direct settlement with our claimant, **GBG891J**.

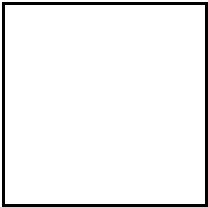
If you minded to reach an amicable direct settlement with our customer, please let us have your substantive reply strictly by **03/06/19**. Otherwise our customer will proceed in a manner that he deems fit.

Kindly let me know when I can arrange for an accident survey.

Attached herewith the **GIA Report** and **estimate of repair** cost for **GBG891J**.

Shawn Chua
Service Executive
TC AutoClinic Pte Ltd
25 Leng Kee Road

Singapore 159097
DID: +65 67038515
HP: +65 96450023
Fax: +65 64795019



This email has been checked for viruses by AVG antivirus software.
www.avg.com