

Shu Pei (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Tuesday, 2 July 2019 7:42 PM
To: 'Jeannie Cheng'
Cc: Admin A; 'Survey Report (ERGO Insurance Pte. Ltd.)'; Khanchna (LKK Auto)
Subject: RE: PRS IRO SMH9405K | OI : SME8888Y | DOA: 23/06/2019| ERGO REF: CDMPG19001183/PX/jc
Attachments: Preliminary_Advice.pdf; TP ESTIMATE- MARKED.pdf

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMH 9405K at M/s Car City Auto Centre 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 Khanchna and she can be contacted at DID: 6841 2360.

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, 26 June 2019 8:05 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 SMH9405K | OI : SME8888Y | DOA: 23/06/2019| ERGO REF: CDMPG19001183/PX/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

From: Jeannie Cheng [<mailto:jeannie.cheng@ergo.com.sg>]
Sent: Tuesday, 25 June 2019 9:52 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 SMH9405K | OI : SME8888Y | DOA: 23/06/2019 | ERGO REF: CDMPG19001183/PX/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)

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: ERGO Insurance Pte. Ltd. (Claims Department)
Sent: Tuesday, June 25, 2019 9:50 AM
To: 'ccacpl@singnet.com.sg'
Cc: Jeannie Cheng; Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO SMH9405K | OI : SME8888Y | DOA: 23/06/2019| ERGO REF: CDMPG19001183/PX/jc

WITHOUT PREJUDICE

Dear Too Boon,

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: ccacpl@singnet.com.sg [<mailto:ccacpl@singnet.com.sg>]
Sent: Tuesday, June 25, 2019 9:41 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Subject: RE: NOTICE OF ACCIDENT: 3RD PARTY CLAIM: SMH9405K AGAINST YOUR INSURED SME8888Y'S POLICY
DOA: 23/06/2019 PRS IRO SMH6405K | OI : SME8888Y | DOA: 23/06/2019| ERGO REF: SME8888Y/PX/jc

Dear Miss Jeannie,

Sorry there is a typo error, our customer vehicle should be SMH9405K.

We select no. 6. LKK .

In the midst of preparing the repair estimate, will provide to surveyor.

Best Regards,

Ho Too Boon
CAR CITY AUTO CENTRE PTE LTD
TEL: 67810300 FAX: 67820300
EMAIL: ccacpl@singnet.com.sg

On Tue Jun 25 2019 09:02:34 GMT+0800 (Singapore Standard Time) ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg> wrote:

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

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.

Our insured driver has not reported the accident, therefore we can't achieve on liability.

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:
ccacpl@singnet.com.sg [<mailto:ccacpl@singnet.com.sg>]
Sent: Monday, June 24, 2019 5:48 PM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Subject: NOTICE OF ACCIDENT: 3RD PARTY CLAIM: SMH6405K AGAINST YOUR INSURED SME8888Y"S
POLICY DOA: 23/06/2019

Dear Sir,

Attached is our customer, SMH6405K SAS report doing a 3rd party claim against your insured policy.

Please provide us with a list of surveyor for PRI.

Please help to confirm is this a Direct Settlement claim with liability in our customer's favour.

Best Regards,

Ho Too Boon
CAR CITY AUTO CENTRE PTE LTD
TEL: 67810300 FAX: 67820300
EMAIL: ccacpl@singnet.com.sg



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