

Vic (LKKAUTO)

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Friday, 15 November, 2019 11:56 AM
To: Vic (LKKAUTO)
Subject: FW: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Hi Vic,

Please forward SR & Invoice.

Thank you

Data Classification: Confidential, C3

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



www.ergo.com.sg

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From: Ivy Yong
Sent: Friday, 15 November 2019 11:55 am
To: 'Raymond' <raymond@bhh.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Without Prejudice

Dear Raymond,

Yes, please send us LOD.

LKK has surveyed your client's bike.

Thank you

Data Classification: Confidential, C3

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



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From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Friday, 15 November 2019 11:48 am
To: Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Dear Ivy,

Thank you for your email confirmation on the liability.

Can we do direct settlement?

Please advise.

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969



BAN HOCK HIN
Co., Pte Ltd

No. 6 Defu Lane 4, Singapore 539410

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From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Friday, 15 November, 2019 11:35 AM
To: Raymond <raymond@bhh.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 |

Without Prejudice

Dear Sir,

Liability down on our insured.

Thank you

Data Classification: Confidential, C3

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

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From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Friday, 15 November 2019 11:22 am
To: Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Dear Ivy,

We refer to our email dated 08/10/2019.

We are still pending for your advise on the liability.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Raymond <raymond@bhh.com.sg>
Sent: Tuesday, 8 October, 2019 9:15 AM
To: 'Ivy Yong' <ivy.yong@ergo.com.sg>
Cc: 'Phoebe Xie' <phoebe.xie@ergo.com.sg>; 'Pauline Soh' <pauline.soh@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Dear Ivy,

Thank you for your email.

Accident coming to 3 months, are your company still accepting the policy liability?

Please advise.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Ivy Yong <ivy.yong@ergo.com.sg>

Sent: Tuesday, 8 October, 2019 8:55 AM

To: Raymond <raymond@bhh.com.sg>

Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>

Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Hi Raymond,

Our insured has not lodge the report. Unable to commit liability.

Thank you

Data Classification: Confidential, C3

Warmest Regards,

Ivy Yong

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five

Singapore 038985

DID.: +65 6829 9197

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From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Tuesday, 8 October, 2019 8:49 AM
To: Ivy Yong
Cc: Phoebe Xie; Pauline Soh
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Dear Ivy,

Please advise your insured liability for direct settlement.

Thanks

Best Regards,
Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Thursday, 12 September, 2019 9:35 AM
To: Raymond <raymond@bhh.com.sg>

Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Without Prejudice

Dear Raymond,

Our insured has not lodge report, we are unable to commit liability.

Thank you

Data Classification: Confidential, C3

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



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From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Thursday, 12 September, 2019 9:30 AM
To: Ivy Yong
Cc: Phoebe Xie; Pauline Soh
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Dear Ivy,

As requested by our client, please advise your insured liability for direct settlement as soon as possible.

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969



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Co., Pte Ltd

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From: Raymond <raymond@bhh.com.sg>
Sent: Friday, 6 September, 2019 2:28 PM
To: 'Ivy Yong' <ivy.yong@ergo.com.sg>
Cc: 'Phoebe Xie' <phoebe.xie@ergo.com.sg>; 'Pauline Soh' <pauline.soh@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 |

Dear Ivy,

Noted with thanks.

Please advise your insured liability once has reported.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Friday, 6 September, 2019 1:57 PM
To: Raymond <raymond@bhh.com.sg>
Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Without Prejudice

Dear Raymond,

Our insured has not lodge report, we are unable to commit liability.

Thank you

Data Classification: Confidential, C3

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



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From: Pauline Soh
Sent: Friday, 6 September, 2019 1:47 PM
To: Raymond; Ivy Yong; Phoebe Xie
Subject: RE: Claims ref no. (P) CDMCG19001300 PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019|

Hi Ivy and Phoebe

Please advise, thank you.

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: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Friday, September 06, 2019 12:06 PM
To: Survey Report (ERGO Insurance Pte. Ltd.)
Cc: Pauline Soh
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Pauline,

As requested by our client, please advise your insured liability for direct settlement as soon as possible.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Raymond <raymond@bhh.com.sg>
Sent: Friday, 16 August, 2019 10:40 AM
To: 'Survey Report (ERGO Insurance Pte. Ltd.)' <Survey.Report@ergo.com.sg>
Cc: 'Pauline Soh' <pauline.soh@ergo.com.sg>
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Pauline,

Noted with thanks.

Please advise your insured liability once your insured has reported the accident.

Best Regards,
Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>
Sent: Friday, 16 August, 2019 10:26 AM
To: Raymond <raymond@bhh.com.sg>
Cc: Pauline Soh <pauline.soh@ergo.com.sg>
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Hi Raymond

OI not reported yet.

Btw, Ms Jeannie is no longer with Ergo

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: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Thursday, August 15, 2019 11:34 AM
To: 'Jeannie Cheng'
Cc: Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Jeannie,

Have your insured reported the accident?

Please advise.

Thanks

Best Regards,
Raymond
Ban Hock Hin Co., Pte Ltd
Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969
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Facebook: <http://www.facebook.com/bhhsg>



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From: Raymond <raymond@bhh.com.sg>
Sent: Tuesday, 30 July, 2019 12:45 PM
To: 'Jeannie Cheng' <jeannie.cheng@ergo.com.sg>
Cc: 'Survey Report (ERGO Insurance Pte. Ltd.)' <Survey.Report@ergo.com.sg>
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Jeannie,

Have your insured reported the accident?

Please advise.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Raymond <raymond@bhh.com.sg>
Sent: Wednesday, 24 July, 2019 10:53 AM
To: 'Jeannie Cheng' <jeannie.cheng@ergo.com.sg>
Cc: 'Survey Report (ERGO Insurance Pte. Ltd.)' <Survey.Report@ergo.com.sg>
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Jeannie,

Have your insured reported the accident?

Please advise.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

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

Sent: Friday, 19 July, 2019 1:56 PM

To: Raymond <raymond@bhh.com.sg>

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

Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Raymond,

Our insured have not report the accident. Therefore, we cannot achieve on liability.

I will update you again.

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: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Friday, July 19, 2019 1:32 PM
To: Jeannie Cheng
Cc: Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

Dear Jeannie,

LKK surveyor has surveyed our client bike this morning.

Appreciate for you to advise your insured liability for direct settlement.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Jeannie Cheng <jeannie.cheng@ergo.com.sg>
Sent: Thursday, 18 July, 2019 5:05 PM
To: Raymond <raymond@bhh.com.sg>
Cc: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: CDMCG19001300/PX/jc

WITHOUT PREJUDICE

Dear Raymond,

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



www.ergo.com.sg

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From: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Thursday, July 18, 2019 4:59 PM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Jeannie Cheng; Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019| ERGO REF: YN1370E/PX/jc

Dear Jeannie,

Please assign LKK Auto Consultants Pte Ltd for the pre-repair survey.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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

Sent: Thursday, 18 July, 2019 4:56 PM

To: Raymond <raymond@bhh.com.sg>

Cc: Jeannie Cheng <jeannie.cheng@ergo.com.sg>; Survey Report (ERGO Insurance Pte. Ltd.)
<Survey.Report@ergo.com.sg>

Subject: RE: PRS IRO FBB9651C | OI : YN1370E | DOA: 12/07/2019 | ERGO REF: YN1370E/PX/jc

WITHOUT PREJUDICE

Dear Raymond,

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: Raymond [<mailto:raymond@bhh.com.sg>]
Sent: Thursday, July 18, 2019 9:04 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Subject: Accident Involving FBB9651C & YN1370E on 12/07/2019

Dear Sir / Madam,

We attached the third party claim documents for your perusal.

Appreciate for you to arrange for the PRI.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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