

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Monday, 22 July, 2019 1:37 PM
To: 'Jeannie Cheng'
Cc: 'Survey Report (ERGO Insurance Pte. Ltd.)'; CS A Team; Admin A; Khanchna (LKK Auto)
Subject: RE: PRS IRO SHB706S | OI : GBB9230J | DOA: 16/07/2019| ERGO REF: CDMCG19001299/PX/jc
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

EGI ref: CDMCG19001299/PX/jc
LKK REF: CC4/EGI19012802/Eka3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SHB 706S

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Our case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Friday, 19 July, 2019 10:14 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 SHB706S | OI : GBB9230J | DOA: 16/07/2019| ERGO REF: CDMCG19001299/PX/jc

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

G.NIVITHA

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: Friday, 19 July 2019 8:40 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 SHB706S | OI : GBB9230J | DOA: 16/07/2019| ERGO REF:
CDMCG19001299/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. Their client's vehicle can be surveyed at the location as stated in the email below.
(Note: No repair estimate was provided to us)

Attached are the necessary documents for your further actions.

Kindly acknowledge receipt of this email.

(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: Jeannie Cheng
Sent: Friday, July 19, 2019 8:38 AM
To: 'Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)'
Cc: Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO SHB706S | OI : GBB9230J | DOA: 16/07/2019| ERGO REF: CDMCG19001299/PX/jc

WITHOUT PREJUDICE

Dear Shanti,

We will assign LKK Auto Consultants Pte Ltd to survey your client's vehicle.

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: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:BThaiyalN@smrt.com.sg>]
Sent: Friday, July 19, 2019 8:19 AM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Jeannie Cheng; Survey Report (ERGO Insurance Pte. Ltd.)
Subject: RE: PRS IRO SHB706S | OI : GBB9230J | DOA: 16/07/2019| ERGO REF: GBB9230J/PX/jc

Dear Jeannie,

Kindly assign one of the following:

LKK Auto Consultants Pte Ltd

VAC

Thank you & Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | bthaiyaln@smrt.com.sg



From: ERGO Insurance Pte. Ltd. (Claims Department) [\[mailto:claims@ergo.com.sg\]](mailto:claims@ergo.com.sg)

Sent: 18/07/2019 16:54

To: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Cc: Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Jeannie Cheng; Survey Report (ERGO Insurance Pte. Ltd.)

Subject: RE: PRS IRO SHB706S | OI : GBB9230J | DOA: 16/07/2019 | ERGO REF: GBB9230J/PX/jc

WITHOUT PREJUDICE

Dear Shanti,

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	LKK Auto Consultants Pte 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

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: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:BThaiyalN@smrt.com.sg>]

Sent: Thursday, July 18, 2019 9:23 AM

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

Cc: Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis)

Subject: RE: SHB706S - Survey (Ergo)

Dear Sir /Mdm,

Kindly arrange to survey the vehicle **SHB706S** within 48 hours according to GIA guide line, involving your insured **GBB9230J**

Insurance Company : **ERGO**
Vehicle in **Woodlands. SMRT Depot**

**Please arrange LKK / VICOM to survey our taxi*

Regards
Shanti
SMRT Automotive Services PTE LTD
Accident Reporting Center (Claims Dept)
6866 2671/2 | bthaiyaln@smrt.com.sg





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