

Shu Pei (LKKAUTO)

From: Admin-D (LKKAUTO)
Sent: Tuesday, 30 July 2019 11:20 AM
To: ivy.yong@ergo.com.sg; assignments
Cc: Admin A
Subject: RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Dear Ivy ,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

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: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Tuesday, 30 July 2019 10:12 AM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Jeannie Cheng <jeannie.cheng@ergo.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Without Prejudice

Dear Andre,

Liability not in our insured favour, we proceed to appoint LKK.

Aside to LKK,

Kindly arrange.

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: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Tuesday, 30 July, 2019 10:05 AM
To: Phoebe Xie; Ivy Yong; Jeannie Cheng; ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Don Bong Kiong Hua; Edwin Abcede Caina; Coco Lu Ting
Subject: FW: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Dear Officer in Charge,

Any update?

Has any surveyor and case handler been assigned?

Best Regards,

Andre Chow
Manager – Aftersales Operations



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 9144 9137 • www.cyclecarriage.com.sg



A member of the Jardine Cycle & Carriage Group

From: Andre Chow En De
Sent: Saturday, 27 July, 2019 12:22 PM
To: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Jeannie Cheng <jeannie.cheng@ergo.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number **SLD6199H**), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number **YM9655L**) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

Should there be a need for us to select a loss adjustor, we would choose **LKK Auto Consultants**.

Do let me know the liability at the soonest possible.

Best Regards,

Andre Chow
Manager – Aftersales Operations



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