

## Vic (LKKAUTO)

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**From:** Cheng Jo Jo <jojo.cheng@cyclecarriage.com.sg>  
**Sent:** Friday, 6 September, 2019 10:03 AM  
**To:** Taufikh (LKKAUTO); Vic (LKKAUTO); ivy.yong@ergo.com.sg  
**Cc:** Andre Chow En De  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019  
**Attachments:** scan.pdf

Dear Taufikh / Vic/ Ivy,

Attached file for your reference.

For the original copy will post out later, kindly provide us your offer of settlement in order to close this case.

On behalf of our customer, we provide the following claim for your settlement as below:

Repair Cost	:	\$ 3,447.54	
Loss of Rental/ Use	:	\$ 321.00	(\$ 107.00 x 03 days)
GIA/ LTA Search Fee	:	\$ 2.00	
Total	:	<u>\$ 3,770.54</u>	

Your kind understanding and help is much appreciated.

Best Regards,

JoJo Cheng



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4554 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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**From:** Taufikh (LKKAUTO) [mailto:Taufikh@lkkauto.com]  
**Sent:** Monday, 26 August, 2019 10:44 AM  
**To:** Andre Chow En De  
**Cc:** Don Bong Kiong Hua; Edwin Abcede Caina; Coco Lu Ting; Kevin Leong Wai Kit; Cheng Jo Jo; Vic (LKKAUTO)  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

**This email was sent from outside of your organisation**

Hi Andre,

COR \$3222 , 3 days. Subject to insurance approval.

Regards  
Taufikh  
Lkk Auto

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**From:** Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]  
**Sent:** Monday, 5 August 2019 4:54 PM  
**To:** Taufikh (LKKAUTO)  
**Cc:** Don Bong Kiong Hua; Edwin Abcede Caina; Coco Lu Ting; Kevin Leong Wai Kit; Cheng Jo Jo  
**Subject:** TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Hi Taufikh,

Kindly find before paint and supplementary photos.

Regards  
Andre

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**From:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 31 July, 2019 5:15 PM  
**To:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Cheng Jo Jo <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

**This email was sent from outside of your organisation**

Dear Andre,

Noted with thanks.

Appointment confirmed on 05/08/2019 @3pm.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]  
**Sent:** Wednesday, 31 July 2019 5:13 PM  
**To:** Cheng Jo Jo <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Thanks Jo Jo.

Hi Nivitha,

As spoken, kindly arrange a survey on Monday, 5<sup>th</sup> Aug 19 at 3pm. Location will be 209 Pandan Gardens.

Best Regards,

**Andre Chow**  
Manager – Aftersales Operations



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**From:** Cheng Jo Jo  
**Sent:** Wednesday, 31 July, 2019 11:05 AM  
**To:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>  
**Cc:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Hi Shu Pei,

Attached report as requested.

Best Regards,

**JoJo Cheng**



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**From:** Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]  
**Sent:** Wednesday, 31 July, 2019 10:14 AM  
**To:** Andre Chow En De  
**Cc:** Don Bong Kiong Hua; Edwin Abcede Caina; Coco Lu Ting; Vic (LKKAUTO); Cheng Jo Jo  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

**This email was sent from outside of your organisation**

Dear Andre,

Please be informed that GIA report is not complete. Kindly resent.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>  
**Sent:** Tuesday, 30 July 2019 4:23 PM  
**To:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Cc:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Cheng Jo Jo <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

Dear Shu Pei,

Attached as requested.

My colleague JoJo will finalise with you after repairs.

Regards

Andre

---

**From:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Sent:** Tuesday, 30 July, 2019 4:21 PM  
**To:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>  
**Cc:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: TP CLAIM SLD6199H AGAINST YM9655L DOA 26.07.2019

**This email was sent from outside of your organisation**

Dear Andre,

Kindly forwards to us a copy of TP GIA report.

Please note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

*To check availability of the case handler, you may contact the undersigned.*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

---

**From:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>

**Sent:** Tuesday, 30 July 2019 10:12 AM

**To:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Phoebe Xie <[phoebe.xie@ergo.com.sg](mailto:phoebe.xie@ergo.com.sg)>; Jeannie Cheng <[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)>; ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto: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](mailto:ivy.yong@ergo.com.sg)

[www.ergo.com.sg](http://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



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**From:** Andre Chow En De  
**Sent:** Saturday, 27 July, 2019 12:22 PM  
**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Jeannie Cheng <[jeannie.cheng@ergo.com.sg](mailto:jeannie.cheng@ergo.com.sg)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto: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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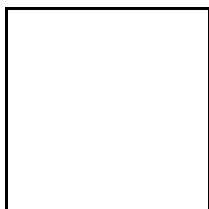
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