

Khanchna (LKK Auto)

From: Mei Kwan (LKKAuto)
Sent: Wednesday, 22 January 2020 4:03 PM
To: Ivy Yong; Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: CLaims ref no. CDMCG19001361 SMF9225Z / GBF9346M TP CLAIM
DOA:16.07.2019 *** LKK REF: CC4/EG19014237/T1kb3

Dear Sir / Madam,

Thank you for your email.

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

Hi Khanchna,

Kindly assist.

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

"Wishing you a Happy and Prosperous Lunar New Year"



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

Sent: Wednesday, 22 January, 2020 3:11 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: CLaims ref no. CDMCG19001361 SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi both,

Please let us have your SR & Invoice in merimen.

LOD received.

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: Wednesday, 21 August 2019 2:46 pm
To: Ivy Yong <ivy.yong@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Cc: shupei@lkkauto.com
Subject: FW: CLaims ref no. CDMCG19001361 SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Shu Pei

My colleagues will look into this soon.

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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Tuesday, August 20, 2019 6:53 PM
To: Pauline Soh
Cc: Ivy Yong; Phoebe Xie; Khanchna (LKK Auto)
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMF 9225Z at M/s Cycle & Carriage KIA Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP 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: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Thursday, 15 August 2019 5:05 PM
To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Shu Pei

Report attached.

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



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Thursday, August 15, 2019 5:02 PM
To: Pauline Soh
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Dear Pauline,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

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: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Thursday, 15 August 2019 11:14 AM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi LKK,

Please conduct this survey request on without prejudice basis.

Please contact us if you are not able to make it.

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: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Thursday, August 15, 2019 10:19 AM
To: ERGO Insurance Pte. Ltd. (Claims Department); Ivy Yong; Edwin Abcede Caina; Phoebe Xie; Pauline Soh
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Pauline,

Kindly arrange for LKK Auto Consultants to conduct the survey on 19th Aug 19 at 1pm.

Regards
Andre

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Thursday, 15 August, 2019 10:14 AM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

This email was sent from outside of your organisation

Dear Andre,

Please refer to our list of surveyors

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
11	AA	Appraisal Associate

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: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Wednesday, August 14, 2019 12:12 PM
To: Ivy Yong; ERGO Insurance Pte. Ltd. (Claims Department); Edwin Abcede Caina; Phoebe Xie
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Ivy,

Can arrange for a survey on Monday, 19th Aug at 1pm, at 209 Pandan Gardens.

Owner waiting.

Regards
Andre

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Tuesday, 6 August, 2019 3:47 PM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

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Without prejudice

Dear Andre,

Liability not in our favour, please proceed.

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: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Tuesday, 6 August, 2019 3:38 PM
To: ERGO Insurance Pte. Ltd. (Claims Department); Edwin Abcede Caina; Phoebe Xie; Ivy Yong

Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Phoebe / Ivy,

Any update on the liability?

Regards
Andre

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 23 July, 2019 12:05 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

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Dear Edwin,

We acknowledged receipt of your email below.

Please be assured that this matter is receiving our attention and the officer in-charge will reply to you as soon as possible.

We appreciate your patience and understanding in this matter.

Aside to Phoebe/Ivy, for your further action.

Thank you

For Claims Department
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9199
claims@ergo.com.sg

www.ergo.com.sg

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From: Edwin Abcede Caina [<mailto:edwin.caina@cyclecarriage.com.sg>]
Sent: Saturday, 20 July, 2019 4:12 PM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua
Subject: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Motor Claims,

May we check for the liability of accident?

Please disregard first email.

Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 • www.cyclecarriage.com.sg

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