

Huey Yon (LKKAUTO)

From: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Tuesday, 1 October 2024 3:23 PM
To: Huey Yon (LKKAUTO)
Cc: Crystal Lee; SUR
Subject: RE: TP / SLV1771T / 371184 / SEEK MANDATE

<Confidential>

Dear Huey Yon

We agree with your adjustment.

Please follow up with workshop. Thanks.

*** Starting from 1 Oct 2023, MSIG will not accept any cheque payment anymore to support MAS's initiative on elimination of cheques.**

Best Regards

Douglas Ong
Claims Services (Motor)
D: 6012 1346 | douglas_ong@sg.msig-asia.com



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6220 9644 |

F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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From: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>
Sent: Thursday, 26 September 2024 7:59 AM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SLV1771T / 371184 / SEEK MANDATE

<Confidential>

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Douglas,

Any updates?

Best Regards,
Huey Yon | Case Handler
LKK Auto Consultants
phone: 6256-3561 | email: hueyyon@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Wednesday, 18 September 2024 2:10 PM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Cc: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: TP / SLV1771T / 371184 / SEEK MANDATE

Dear Douglas,

Enclosed herewith SLV 1771T report.

Please let us have your approval.

Photos uploaded in Merimen.

Best Regards,
Huey Yon | Case Handler
LKK Auto Consultants
phone: 6256-3561 | email: hueyyon@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Rajes (LKK Auto) <rajes@lkkauto.com>
Sent: Friday, 23 August 2024 1:00 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Request - Manual Assigned

Dear Crystal,

Thank you for the assignment.

Please be informed that **Ms. Huey Yon** is the handler of this case who can be contacted at 6256 3561/
hueyyon@lkkauto.com

Best Regards,
Rajes | Admin
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: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, August 23, 2024 11:24 AM
To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: Survey Request - Manual Assigned

<Confidential>

REQUEST ARRANGE PRI FOR SLV 1771T & YOUR REF: YN 8279R DOA ON 22.08.2024

Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once my colleagues registered the claim.

Please contact us ASAP if you cannot attend.

Thank you & Best regards,

Crystal Lee
Admin Officer, Claims Services (In-House Survey)
D: +65 6012 1316 | crystal_lee@sg.msig-asia.com
Please note my direct line has changed.



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Join our mission in protecting our planet, please consider the environment before you print.

From: Motor Survey
Sent: Friday, August 23, 2024 11:23 AM
To: 'info@speedwerkz.biz' <info@speedwerkz.biz>
Subject: RE: REQUEST ARRANGE PRI FOR SLV 1771T & YOUR REF: YN 8279R DOA ON 22.08.2024

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to appoint/assign **LKK Auto Consultants Pte Ltd** via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion. Any arrangement or appointment of surveyor must come from MSIG.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal_lee@sg.msig-asia.com

Please note my direct line has changed.



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Co. Reg. No. 200412212G | msig.com.sg



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-----Original Message-----

From: info@speedwerkz.biz <info@speedwerkz.biz>

Sent: Friday, August 23, 2024 11:14 AM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: Re: REQUEST ARRANGE PRI FOR SLV 1771T & YOUR REF: YN 8279R DOA ON 22.08.2024

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Officer

We would like to have LKK AUTO CONSULTANTS for the inspection

Kindly expedite the arrangement asap

Hear from you soon

Best regards

Julie

----- Original Message -----

Subject: RE: REQUEST ARRANGE PRI FOR SLV 1771T & YOUR REF: YN 8279R DOA ON 22.08.2024

Date: 2024-08-23 11:12

From: Motor Survey <motorsurvey@sg.msig-asia.com>

To: "info@speedwerkz.biz" <info@speedwerkz.biz>

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 23/08/2024.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) A-Pac Adjusters & Surveyors Pte Ltd
- 4) Appraisal VP Pte Ltd
- 5) AJAX Inspection Services Pte Ltd
- 6) MSIG In-House Surveyors

This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

- 1) Adrian Ling
- 6) Chow Bo Xiong
- 2) Kenneth Kong
- 7) Patrick Soo
- 3) Marcus Chua
- 8) Victor Png
- 4) Ng You Han
- 9) Loh Teck How, Billy
- 5) Gary Soon
- 10) Adam Ng

In your response, please also provide us a list of 10 surveyors as your nominated SJE, regardless of whether you agree or disagree to our above nominated SJE. We may consider appointing one of your nominated SJE in case of any of our nominated SJE is not available.

NB:

* *Fast lane settlement is not applicable for cases that liability is in dispute*

* If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Please contact us (MSIG) by clicking this link: motorsurvey@sg.msig-asia.com

Thank you & Best regards,

--

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal_lee@sg.msig-asia.com

Please note my direct line has changed.

MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 |
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msig.com.sg [1] [2] [3] [4] [5]

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-----Original Message-----

From: info@speedwerkz.biz <info@speedwerkz.biz>

Sent: Friday, August 23, 2024 10:46 AM

To: Claims SG <claims@sg.msig-asia.com>

Subject: REQUEST ARRANGE PRI FOR SLV 1771T & YOUR REF: YN 8279R DOA ON
22.08.2024

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Sir/Madam

"WITHOUT PREJUDICE"

Kindly arrange surveyor to inspect our client vehicle at

SpeedWerkz Pte Ltd

1 Kaki Bukit Ave 6

#01-73 Autobay@Kaki Bukit

Singapore 417883

Person in Charge - Jason - 81890858

WE WOULD LIKE TO HAVE THE SURVEYOR LIST FOR THE INSPECTION

Hear from you soon.

Regards,

Julie (Claim Department)

SpeedWerkz Pte Ltd

ROC: 202127390C

Add: 1 Kaki Bukit Avenue 6

#01-73 Autobay@Kaki Bukit

Singapore 417883

DID: 90996204

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