

Huey Yon (LKKAuto)

From: Huey Yon (LKKAuto)
Sent: Thursday, 12 September 2024 2:51 PM
To: Muhd Ashik B Madi
Cc: SUR; Rajah Kumar
Subject: RE: TP / SLB7613H / 371019 / SEEK MANDATE

Dear Ashik,

Noted with thanks

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: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Sent: Thursday, 12 September 2024 2:47 PM
To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>
Subject: RE: TP / SLB7613H / 371019 / SEEK MANDATE

<Confidential>

Dear Sirs

Please proceed as per your advice.

Thank you.

Ashik Madi
Executive, Claims Services (Motor)
D: +65 60121341 | ashik_madi@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 |

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



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Please note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers, policyholders, insured, and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing

with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose.

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Note – Elimination of Cheque

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

<https://www.msig.com.sg/corporate-news/elimination-cheque-collection-1-october-20>

From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Wednesday, September 11, 2024 3:49 PM
To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: TP / SLB7613H / 371019 / SEEK MANDATE

<Confidential>

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

Dear Ashik,

Enclosed herewith SLB 7613H 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: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Monday, 26 August 2024 10:18 AM
To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Cc: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Request - Manual Assigned

Dear Ashik,

Please be informed that we have inspected the vehicle SLB 7613H on 23/08/2024 .

We are pending estimate from repairer.

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, August 23, 2024 2:18 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 2:02 PM
To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: Survey Request - Manual Assigned

<Confidential>

REQUEST FOR PRE-REPAIR INSPECTION FOR SLB 7613H DOA: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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From: Motor Survey

Sent: Friday, August 23, 2024 2:02 PM

To: Korrie Chew <korrie.chew@fastechauto.com.sg>

Cc: Jason <Jason@fastechauto.com.sg>; Siow Szelin <szelin.siow@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLB 7613H DOA:22.08.2024

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to appoint/assign **LKK Auto Consultants Pte Ltd (Marcus Chua)** 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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From: Korrie Chew <korrie.chew@fastechauto.com.sg>

Sent: Friday, August 23, 2024 1:38 PM

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

Cc: Jason <Jason@fastechauto.com.sg>; Siow Szelin <szelin.siow@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLB 7613H DOA:22.08.2024

<Confidential>

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Without Prejudice

Dear Sir / Madam,

Please refer to your email dated 23.08.2024.

Kindly arrange **(LKK Auto Consultants Pte Ltd – Marcus Chua)** to conduct the pre-repair survey.

Thank you.

Best Regards,

Korrie Chew

Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-48

Autobay Singapore 417883

Tel: 6746 5376

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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

Sent: Friday, August 23, 2024 13:09

To: Siow Szelin <szelin.siow@fastechauto.com.sg>

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLB 7613H DOA:22.08.2024

<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:

- (a) ***Fast lane settlement is not applicable for cases that liability is in dispute***
- (b) 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.



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From: Siow Szelin <szelin.siow@fastechauto.com.sg>

Sent: Friday, August 23, 2024 12:46 PM

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

Cc: Jason <Jason@fastechauto.com.sg>

Subject: REQUEST FOR PRE-REPAIR INSPECTION FOR SLB 7613H DOA:22.08.2024

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Without Prejudice

Dear Sir / Madam,

Your insured' s vehicle: SMN 5608L.

Date of accident: 22/08/2024

Please arrange Pre-repair Inspection for my client' s vehicle no: SLB 7613H.

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS

AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you

Best Regards,

Szelin

Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-48

Autobay Singapore 417883

Tel: 6746 5405

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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