

## Rajes (LKK Auto)

---

**From:** Rajes (LKK Auto)  
**Sent:** Tuesday, December 17, 2024 3:06 PM  
**To:** Crystal Lee; assignments; SUR  
**Subject:** RE: Survey Request - Manual Assigned

Dear Crystal,

Repairer withdraw this claim.

No survey was done for this vehicle.

We will close this file at our end without billing.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

Best Regards,

**Rajes** | Admin

**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)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, August 28, 2024 11:03 AM  
**To:** assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>  
**Subject:** Survey Request - Manual Assigned

<Confidential>

**Accident Involving SNK1977B and FBW1145P on 21/8/2024 along After Exit 7A Along TPE at about 0850hrs.**

### **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@sq.msia-asia.com](mailto:crystal_lee@sq.msia-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](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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

---

**From:** Motor Survey

**Sent:** Wednesday, August 28, 2024 11:02 AM

**To:** 'Soon Lee VMS' <[soonlee@completevms.com.sg](mailto:soonlee@completevms.com.sg)>

**Cc:** [darren@completevms.com.sg](mailto:darren@completevms.com.sg); [sia@completevms.com.sg](mailto:sia@completevms.com.sg)

**Subject:** RE: Accident Involving SNK1977B and FBW1145P on 21/8/2024 along After Exit 7A Along TPE at about 0850hrs.

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@sq.msia-asia.com](mailto:crystal_lee@sq.msia-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](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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

---

**From:** Soon Lee VMS <[soonlee@completevms.com.sg](mailto:soonlee@completevms.com.sg)>

**Sent:** Wednesday, August 28, 2024 10:48 AM

To: Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

Cc: [darren@completevms.com.sg](mailto:darren@completevms.com.sg); [sia@completevms.com.sg](mailto:sia@completevms.com.sg)

Subject: Re: Accident Involving SNK1977B and FBW1145P on 21/8/2024 along After Exit 7A Along TPE at about 0850hrs.

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

Without Prejudice

Dear Sir / Mdm,

1) LKK Auto Consultants Pte Ltd

Thank you.



**Complete VMS Pte. Ltd.**

5, Soon Lee Street, #01-54, Pioneer Point, S627607

D (65) 6555 6111

W <https://www.completevms.com.sg>

On Wed, Aug 28, 2024 at 10:41 AM Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 28/08/2024.

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](mailto: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](mailto: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 |

Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP



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

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

From: Complete VMS - Soon Lee <[soonlee@completevms.com.sg](mailto:soonlee@completevms.com.sg)>

Sent: Wednesday, August 28, 2024 9:49 AM

To: Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

Cc: [darren@completevms.com.sg](mailto:darren@completevms.com.sg); [sia@completevms.com.sg](mailto:sia@completevms.com.sg)

Subject: Accident Involving SNK1977B and FBW1145P on 21/8/2024 along After Exit 7A Along TPE at about 0850hrs.

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

Without Prejudice

Dear Sir / Mdm,

Accident Involving SNK1977B and FBW1145P on 21/8/2024 along After Exit 7A Along TPE at about 0850hrs.

We act for Amaze Interior Design Pte. Ltd, owner of vehicle no. SNK1977B with instruction to repair the vehicle.

Please provide us a list of at least 10 motor surveyors.

Please be informed that the said vehicle can be inspected at:-

Complete VMS Pte Ltd

5 Soon Lee Street  
#01-54, Pioneer Point  
Singapore 627607

If you fail to conduct the pre-repair inspection within the next 2 days excluding any intervening Saturday, Sunday or Public Holiday, we will commence repairs thereafter without further reference to you. Please note that there will also a storage charge of \$60.00 per on the 2 days notice period commencing from this email.

Thank You & Best Regards  
Complete VMS - Soon Lee

Complete VMS Pte Ltd  
Headquarter  
176 Sin Ming Drive, #03-14  
Sin Ming Autocare, S575721  
Tel: 6455 0012 Fax: 6554 0012

Branch  
5 Soon Lee Street, #01-54  
Pioneer Point, S627607  
Tel: 6555 6111

---

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.