

Huey Yon (LKKAuto)

From: Douglas Ong <douglas_ong@sg.msigg-asia.com>
Sent: Wednesday, 13 November 2024 7:15 PM
To: Huey Yon (LKKAuto)
Cc: Crystal Lee; SUR
Subject: FW: TP / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

Dear Huey Yon

We agree with L/S \$ 1550.00 – 3 days.

Please convey to 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.msigg-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, 3 October 2024 4:26 PM
To: Douglas Ong <douglas_ong@sg.msigg-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msigg-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

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

Dear Douglas,

Thank you for the email.

We have checked with repairer, they counter purpose the repair cost at Lump Sum \$1,550.00 and 3 repair days.

For your approval.

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: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Thursday, 3 October 2024 10:14 AM
To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: RE: TP / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

Dear Huey Yon

Thanks for bearing with us.

Yes – we do not pay for sports rim.





*** 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



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From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Thursday, 3 October 2024 10:07 AM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: RE: TP / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

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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)
Sent: Tuesday, 1 October 2024 3:52 PM
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 / SLQ4401T / 371612 / SEEK MANDATE

Dear Douglas,

How about special nett of REAR LH SPORT RIM have recommend replace?

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: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Tuesday, 1 October 2024 3:43 PM
To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

Hi Huey Yon

The breakdown is:

Total Parts: \$ 1,549.78
20%: \$ 1,239.82
Total Labour: \$ 550.00
T/L: \$ 1,430.00
L/S: \$ 1,140.00

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



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From: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>

Sent: Tuesday, 1 October 2024 11:50 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 / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

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

Dear Douglas,

Re-send

Kindly provide us adjuster report of breakdown L/s \$ 1,140.00 - \$ 1,430.00 – 3 days.

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: Friday, 27 September 2024 2:34 PM
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 / SLQ4401T / 371612 / SEEK MANDATE

Dear Douglas,

Kindly provide us adjuster report of breakdown L/s \$ 1,140.00 - \$ 1,430.00 – 3 days.

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: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Friday, 27 September 2024 2:30 PM
To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

Dear Huey Yon

Thanks for bearing with us.

Our mandate: L/s \$ 1,140.00 - \$ 1,430.00 – 3 days.

Please convey to 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



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From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Friday, 20 September 2024 1:26 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 / SLQ4401T / 371612 / SEEK MANDATE

<Confidential>

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

Dear Douglas,

Enclosed herewith SLQ 4401T 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: Wednesday, 28 August 2024 4:10 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.

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: Wednesday, August 28, 2024 3:41 PM

To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: Survey Request - Manual Assigned

<Confidential>

PRE REPAIR INSPECTION ; Our Ref: HM/SLQ 4401T Your Ref: FBN 1964P

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.msig-asia.com

Please note my direct line has changed.



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From: Motor Survey

Sent: Wednesday, August 28, 2024 3:40 PM

To: 'CINDY KOH' <cindy_lawconnectllc@yahoo.com>

Subject: RE: PRE REPAIR INSPECTION ; Our Ref: HM/SLQ 4401T Your Ref: FBN 1964P

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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From: CINDY KOH cindy_lawconnectllc@yahoo.com

Sent: Wednesday, August 28, 2024 3:38 PM

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

Subject: Re: PRE REPAIR INSPECTION ; Our Ref: HM/SLQ 4401T Your Ref: FBN 1964P

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

Our Ref: HM/SLQ 4401T

Your Ref: FBN 1964D

(Please quote our reference number when replying)

28 August 2024

MSIG INSURANCE (SINGAPORE) PTE LTD
Singapore

Dear Sirs

NOTICE OF ACCIDENT

Claimant: HUSSAIN BIN ABDUL HAMID

Pre-action Protocol for Non-injury Motor Accident Cases involving motor accident occurring on or after 1st April 2016 ["Protocol"]

Our abovenamed client's vehicle has been damaged in a road traffic accident on 27th August 2024 @1313hours along Upper Serangoon Road involving our client's vehicle SLQ 4401T and vehicle FBN 1964D driven by your insured driver at the material time.

Firstly, would you or your insured like to conduct a pre-repair survey of our client's abovesaid vehicle?

Our client shall proceed to repair the said vehicle if we do not receive any reply from you within 2 days of this Notice.

Secondly, our client proposes your surveyor LKK AUTO CONSULTANTS PTE LTD as the SJE.

Kindly direct the SJE to liase with and make his request, if any, to our client's workshop.

The location and contact person of the workshop are as follows:

Name of Workshop : Hua Meng Spray Painting Workshop
Address : 1 Kaki Bukit Avenue 6 Blk C #01-34/#01-61 Singapore 417883
Contact person : Kah Yen / Ah Hua
Telephone No : 67495519/9666 9680

Thank you
CINDY KOH
for and on behalf of Law Connect LLC
Tel: 6227 1272

On Wednesday, 28 August 2024 at 03:34:40 pm SGT, Motor Survey <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 (**unavailable from 30/08/2024 to 03/09/2024**)
- 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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| Co. Reg. No. 200412212G | msig.com.sg    

From: CINDY KOH <cindy_lawconnectllc@yahoo.com>

Sent: Wednesday, August 28, 2024 3:08 PM

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

Subject: Re: PRE REPAIR INSPECTION ; Our Ref: HM/SLQ 4401T Your Ref: FBN 1964D

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

Our Ref: HM/SLQ 4401T

Your Ref: FBN 1964D

(Please quote our reference number when replying)

28 August 2024

MSIG INSURANCE (SINGAPORE) PTE LTD

Singapore

Dear Sirs

NOTICE OF ACCIDENT

Claimant: HUSSAIN BIN ABDUL HAMID

Pre-action Protocol for Non-injury Motor Accident Cases involving motor accident occurring on or after 1st April 2016 ["Protocol"]

We refer to your letter dated 28th August 2024.

We enclose herewith a copy of the SAS report for your attention.

Thank you

CINDY KOH

for and on behalf of Law Connect LLC

Tel: 6227 1272

On Wednesday, 28 August 2024 at 02:14:00 pm SGT, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

Please provide us with your client's SAS report or draft copy, in order for us register this claim.

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: CINDY KOH <cindy_lawconnectllc@yahoo.com>

Sent: Wednesday, August 28, 2024 2:04 PM

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

Subject: PRE REPAIR INSPECTION ; Our Ref: HM/SLQ 4401T Your Ref: FBN 1964D

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

Our Ref: HM/SLQ 4401T

Your Ref: FBN 1964D

(Please quote our reference number when replying)

28 August 2024

MSIG INSURANCE (SINGAPORE) PTE LTD
Singapore

Dear Sirs

NOTICE OF ACCIDENT

Claimant: HUSSAIN BIN ABDUL HAMID

Pre-action Protocol for Non-injury Motor Accident Cases involving motor accident occurring on or after 1st April 2016 ["Protocol"]

Our abovenamed client's vehicle has been damaged in a road traffic accident on 27th August 2024 @1313hours along Upper Serangoon Road Tampines Street 86 involving our client's vehicle SLQ 4401T and vehicle FBN 1964D driven by your insured driver at the material time.

Firstly, would you or your insured like to conduct a pre-repair survey of our client's abovesaid vehicle?

Our client shall proceed to repair the said vehicle if we do not receive any reply from you within 2 days of this Notice.

Secondly, our client proposes your surveyor **LKK AUTO CONSULTANTS PTE LTD** as the SJE.

Kindly direct the SJE to liase with and make his request, if any, to our client's workshop.

The location and contact person of the workshop are as follows:

Name of Workshop : Hua Meng Spray Painting Workshop

Address : 1 Kaki Bukit Avenue 6 Blk C #01-34/#01-61 Singapore 417883

Contact person : Kah Yen / Ah Hua

Telephone No : 67495519/9666 9680

Thank you

CINDY KOH

for and on behalf of Law Connect LLC

Tel: 6227 1272

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