

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, August 29, 2024 11:24 AM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: GIA SMD8363A.pdf; LOA.pdf; receipt-20240829-101312.pdf

Follow Up Flag: Follow up
Flag Status: Completed

<Confidential>

REQUEST FOR PRS - SMD8363A YOUR INSURED: SMF1699S DOA: 24.08.24

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.



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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From: Motor Survey
Sent: Thursday, August 29, 2024 11:23 AM
To: 'Thiam Heng Huat' <thh176@yahoo.com>
Subject: RE: REQUEST FOR PRS - SMD8363A YOUR INSURED: SMF1699S DOA: 24.08.24

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: Thiam Heng Huat <thh176@yahoo.com>

Sent: Thursday, August 29, 2024 10:58 AM

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

Subject: Re: REQUEST FOR PRS - SMD8363A YOUR INSURED: SMF1699S DOA: 24.08.24

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

Dear Crystal,

Please arrange for LKK Auto Consultants Pte Ltd to conduct the survey.

Warmest regards,

Steven

Thiam Heng Huat Pte Ltd

82636295

On Thursday, 29 August 2024 at 10:26:34 am SGT, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 29/08/2024.

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

From: Thiam Heng Huat <thh176@yahoo.com>

Sent: Thursday, August 29, 2024 10:17 AM

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

Subject: REQUEST FOR PRS - SMD8363A YOUR INSURED: SMF1699S DOA: 24.08.24

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

Dear Motor Claims Team,

We refer to the attachments.

Kindly assist to register our client's TP claim and let us have your list of nominated surveyors within the next 2 working days from date of this email.

Please respond soonest possible.

Warmest regards,
Steven
Thiam Heng Huat Pte Ltd
82636295

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