

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, September 2, 2024 2:41 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: PRS.pdf; SMX2889J GIA.pdf

<Confidential>

Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

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: Monday, September 2, 2024 2:37 PM
To: Janice Kee <janice.kee@ksteoptr.com>
Cc: Anthony Cheong <cheonganthony@yahoo.com.sg>
Subject: RE: Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

Dear Janice,

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

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From: Janice Kee <janice.kee@ksteoptr.com>

Sent: Monday, September 2, 2024 1:58 PM

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

Cc: Anthony Cheong <cheonganthony@yahoo.com.sg>

Subject: Re: Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

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

Dear Crystal

Please see attachment the amendment PRS letter.

Our client has agreed to the usage of M/s LKK Auto Consultants Pte Ltd as the Single Joint Expert to conduct the Pre-Repair Survey.

Kindly proceed to engage M/s LKK Auto Consultants Pte Ltd to perform the said Pre-Repair Survey in accordance with the NIMA Protocol.

Thank you.

Regards,

Janice Kee

c/o Teo Keng Siang LLC

111 North Bridge Road,

#23-01 Peninsula Plaza,

Singapore 179098
Tel: 6333 4222 Fax: 6333 5676

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: 02 September 2024 13:49
To: Janice Kee <janice.kee@ksteoptr.com>
Cc: Anthony Cheong <cheonganthony@yahoo.com.sg>
Subject: RE: Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

<Confidential>

Dear Janice,

Follow-up with our conversation, kindly confirm DOA in PRS letter attached.

Dear Sirs

RE: ACCIDENT INVOLVING SMX 2889 J / YQ 8616 K ON 15/09/24 ALONG WOODLANDS AVENUE 5, SLIP ROAD TO AVENUE 3

In the meantime, we propose one of the motor surveyor names in the list below to conduct the joint pre-repair survey as the single joint expert.

1. FormTeam Consultancy Pte Ltd
2. LKK Auto Consultants Pte Ltd
3. Appraisal VP Pte Ltd (**unavailable from 30/08/2024 to 03/09/2024**)
4. AJAX Inspection Services Pte Ltd
5. **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) Frankie Pang	6) Marcus Chua
2) Chow Bo Xiong	7) Victor Png
3) Ng You Han	8) Loh Teck How, Billy
4) Bryan Ang	9) Adam Ng
5) Kenneth Kong	10) Kenji Tan

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.

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.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Moving forward, please email your survey request to 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: Janice Kee <janice.kee@ksteoptr.com>

Sent: Monday, September 2, 2024 12:33 PM

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

Cc: Anthony Cheong <cheonganthony@yahoo.com.sg>

Subject: Re: Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

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

Dear Crystal

Please see attachment.

Thank you.

Regards,

Janice Kee

c/o Teo Keng Siang LLC

111 North Bridge Road,

#23-01 Peninsula Plaza,

Singapore 179098

Tel: 6333 4222 Fax: 6333 5676

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

Sent: 02 September 2024 11:52

To: Janice Kee <janice.kee@ksteoptr.com>

Cc: Anthony Cheong <cheonganthony@yahoo.com.sg>

Subject: RE: Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

<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

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From: Janice Kee <janice.kee@ksteoptr.com>

Sent: Monday, September 2, 2024 11:42 AM

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

Cc: Anthony Cheong <cheonganthony@yahoo.com.sg>

Subject: Pre Repair Survey for SMX 2889 J (Your Ref: YQ 8616 K Our Ref: TKSF/M492-ACC-49001.24/sf)

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

Dear Sir

We attach herewith our Pre-repair survey letter for your attention.

Kindly let us have the surveyor list for our attention.

Thank you.

Regards,

Janice Kee

c/o Teo Keng Siang LLC

111 North Bridge Road,

#23-01 Peninsula Plaza,

Singapore 179098

Tel: 6333 4222 Fax: 6333 5676

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