

Huey Yon (LKKAuto)

From: Melvin Ye <melvin_ye@sg.msig-asia.com>
Sent: Friday, 4 October 2024 5:51 PM
To: Huey Yon (LKKAuto)
Cc: SUR
Subject: RE: TP / SNC163G / 372088 / SEEK MANDATE

<Confidential>

Dear Huey Yon,

Please proceed as recommended.

Have a great week ahead!

Melvin Ye
Claims Services (Motor)
D: +65 6012 1345 | Melvin_ye@sg.msig-asia.com

*** 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-2023>



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: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Thursday, October 3, 2024 10:07 AM
To: Melvin Ye <melvin_ye@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: RE: TP / SNC163G / 372088 / SEEK MANDATE

<Confidential>

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

Dear Melvin,

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 2:27 PM
To: Melvin Ye <melvin_ye@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>; 'Crystal Lee' <crystal_lee@sg.msig-asia.com>
Subject: RE: TP / SNC163G / 372088 / SEEK MANDATE

Dear Melvin,

Any updates as repairer keep chasing.

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: Friday, 27 September 2024 12:04 PM
To: Melvin Ye <melvin_ye@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>; 'Crystal Lee' <crystal_lee@sg.msig-asia.com>
Subject: RE: TP / SNC163G / 372088 / SEEK MANDATE

Dear Melvin,

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) <hueyyon@lkkauto.com>
Sent: Tuesday, 17 September 2024 11:05 AM
To: Melvin Ye <melvin_ye@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>; 'Crystal Lee' <crystal_lee@sg.msig-asia.com>
Subject: TP / SNC163G / 372088 / SEEK MANDATE

Dear Melvin,

Enclosed herewith SNC 163G 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, 4 September 2024 9:19 AM
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 vehicle not in the workshop, repairer will arrange.

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: Tuesday, September 3, 2024 4:27 PM
To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: Survey Request - Manual Assigned

<Confidential>

OUR REF :AW1-jgv-ins-M89-123168-2024(jw) YOUR REF: FBN3958U

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.



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 |

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From: Motor Survey
Sent: Tuesday, September 3, 2024 4:25 PM
To: 'Jacqui Wong' <jacquiwong@visionlawllc.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>
Cc: 'Kenrick Kuek' <suheng@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-M89-123168-2024(jw) YOUR REF: FBN3958U

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



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From: Jacqui Wong <jacquiwong@visionlawllc.com>
Sent: Tuesday, September 3, 2024 3:55 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>
Cc: 'Kenrick Kuek' <suheng@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-M89-123168-2024(jw) YOUR REF: FBN3958U

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

Dear Sir,

PRE-REPAIR SURVEY

CLAIMANT: WIKYANTORO KUSUMO

ACCIDENT INVOLVING SNC 163 G & FBN 3958 U ON 1ST SEPTEMBER 2024 AT NEAR 20 AIRPORT BLVD AT ABOUT 15:42 HOURS

We refer to your email dated 3rd September 2024 informing that you wish to conduct a pre-repair survey and your List of Surveyors.

Our client confirmed appointment of **MARCUS CHUA (LKK AUTO CONSULTANTS PTE LTD)** as the Single Joint Expert for this matter.

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

**Venue: MCS GARAGE
10 Kaki Bukit Road 2
#03-25
First East Centre
Singapore 417868**

Contact Person: Mr Kenrick (92700917)

Please let us hear from you shortly.

Thank you.

Jacqui Wong (JW)
(Secretary to Ms Audrey Wong)

VISION LAW LLC
133 New Bridge Road
#25-03/04/05
Chinatown Point
Singapore 059413
Tel: 65342813 [Ext 111]

For Surveyor
Please initial here after completion of pre-repair survey. Thank you.
Appointed Surveyor: _____ Name & Signature
Contact: _____
Date & Time _____

Surveyor during repair: _____
Date & Time: _____

Surveyor after repair: _____
Date & Time: _____

From: Motor Survey [<mailto:motorsurvey@sg.msig>]
Sent: Tuesday, 3 September, 2024 3:37 PM
To: Jacqui Wong <jacquiwong@visionlawllc.com>; '
Cc: 'Kenrick Kuek' <suheng@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-M89-123168-20

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 03/09/2024.

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.



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: Jacqui Wong <jacquiwong@visionlawllc.com>
Sent: Tuesday, September 3, 2024 2:31 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>

Cc: 'Kenrick Kuek' <suheng@gmail.com>

Subject: RE: OUR REF :AW1-jgv-ins-M89-123168-2024(jw) YOUR REF: FBN3958U

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

Dear Sir,

PRE-REPAIR SURVEY

CLAIMANT: WIKYANTORO KUSUMO

ACCIDENT INVOLVING SNC 163 G & FBN 3958 U ON 1ST SEPTEMBER 2024 AT NEAR 20 AIRPORT BLVD AT ABOUT 15:42 HOURS

We refer to your email of even date.

As requested, we hereby enclose our Client's GIA Report.

Please provide us a copy of your insured's GIA Report and get back on the PRS.

Thank you.

Jacqui Wong (JW)
(Secretary to Ms Audrey Wong)

VISION LAW LLC
133 New Bridge Road
#25-03/04/05
Chinatown Point
Singapore 059413
Tel: 65342813 [Ext 111]

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

Sent: Tuesday, 3 September, 2024 10:02 AM

To: Jacqui Wong <jacquiwong@visionlawllc.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>

Cc: 'Kenrick Kuek' <suheng@gmail.com>

Subject: RE: OUR REF :AW1-jgv-ins-M89-SNC163G-2024(jw) YOUR REF: FBN3958U

<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: Jacqui Wong <jacquiwong@visionlawllc.com>
Sent: Tuesday, September 3, 2024 9:58 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>
Cc: 'Kenrick Kuek' <suheng@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-M89-SNC163G-2024(jw) YOUR REF: FBN3958U

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

MSIG INSURANCE (SINGAPORE) PTE. LTD.
Attention: Motor Claim Department

Dear Sir,

PRE-REPAIR SURVEY
CLAIMANT: WIKYANTORO KUSUMO
ACCIDENT INVOLVING SNC 163 G & FBN 3958 U ON 1ST SEPTEMBER 2024 AT NEAR 20 AIRPORT BLVD AT ABOUT 15:42 HOURS

We are instructed by **WIKYANTORO KUSUMO** to notify you of a road accident on **1ST SEPTEMBER 2024 AT NEAR 20 AIRPORT BLVD AT ABOUT 15:42 HOURS** involving our client's **SNC 163 G & FBN 3958 U** driven by your driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Thank you.

Jacqui Wong (JW)
(Secretary to Ms Audrey Wong)

VISION LAW LLC
133 New Bridge Road
#25-03/04/05
Chinatown Point
Singapore 059413
Tel: 65342813 [Ext 111]

VISION LAW LLC
Advocates & Solicitors
(Incorporated with limited liability)
Unique Entity No. 200721148H
Address : 133 New Bridge Road #25-03/04/05

For Surveyor
Please initial here after completion of pre-repair survey. Thank you.
Appointed Surveyor: _____ Name & Signature
Contact : _____
Date & Time _____

Surveyor during repair : _____
Date & Time : _____

Surveyor after repair : _____
Date & Time : _____

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VISION LAW LLC

Advocates & Solicitors

(Incorporated with limited liability)

Unique Entity No. 200721148H

Address : 133 New Bridge Road #25-03/04/05 Chinatown Point, Singapore 059413

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Advocates & Solicitors

(Incorporated with limited liability)

Unique Entity No. 200721148H

Address : 133 New Bridge Road #25-03/04/05 Chinatown Point, Singapore 059413

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