

## Hueh Yin (LKK Auto)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, 19 June 2024 5:08 PM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SLG9889P GIA report.pdf

<Confidential>

### **NOA - ACCIDENT INVOLVING SLG9889P & FBP9486P (MSIG), DOA: 19/06/2024**

#### **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](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](https://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, June 19, 2024 5:07 PM  
**To:** 'AIM Admin Support' <automim.ops@gmail.com>  
**Subject:** RE: NOA - ACCIDENT INVOLVING SLG9889P & FBP9486P (MSIG), DOA: 19/06/2024

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](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.*

---

**From:** AIM Admin Support <[automim.ops@gmail.com](mailto:automim.ops@gmail.com)>

**Sent:** Wednesday, June 19, 2024 5:01 PM

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

**Subject:** Re: NOA - ACCIDENT INVOLVING SLG9889P & FBP9486P (MSIG), DOA: 19/06/2024

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

Dear Crystal,

We appoint LKK Marcus to survey our vehicle.

Regards,

YokeTeng



Automobile Integrated Management Pte Ltd

Address: 3021A Ubi Road 1 #01-42 Singapore 408715

Tel: 9119 8371 [www.aimgarage.com.sg](http://www.aimgarage.com.sg)

On Wed, Jun 19, 2024 at 4:25 PM Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Yoke Teng,

We refer to your email dated 19/06/2024.

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 on 20/06 to 21/06/2024**)
- 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	
5) Gary Soon	

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](https://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:** AIM Admin Support <[automim.ops@gmail.com](mailto:automim.ops@gmail.com)>

**Sent:** Wednesday, June 19, 2024 4:17 PM

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

**Subject:** Re: NOA - ACCIDENT INVOLVING SLG9889P & FBP9486P (MSIG), DOA: 19/06/2024

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

Dear Crystal,

Attached with GIA report.

Regards,  
YokeTeng



Automobile Integrated Management Pte Ltd  
Address: 3021A Ubi Road 1 #01-42 Singapore 408715  
Tel: 9119 8371 [www.aimgarage.com.sg](http://www.aimgarage.com.sg)

On Wed, Jun 19, 2024 at 1:59 PM Motor Survey <[motorsurvey@sg.msig-asia.com](mailto: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@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 | [msia.com.sg](http://msia.com.sg)



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

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

---

**From:** AIM Admin Support <[automim.ops@gmail.com](mailto:automim.ops@gmail.com)>

**Sent:** Wednesday, June 19, 2024 12:43 PM

**To:** Motor Survey <[motorsurvey@sq.msia-asia.com](mailto:motorsurvey@sq.msia-asia.com)>

**Subject:** NOA - ACCIDENT INVOLVING SLG9889P & FBP9486P (MSIG), DOA: 19/06/2024

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

Hi Office in charge

**CLAIMANT: HUANG MING WEI (OWNER OF SLG9889P)**

We are appointed by the above mentioned claimant to notify you of the above road accident at Clementi Road towards West Coast Road involving your Insured's vehicle FBP9486P.

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

Regards,  
YokeTeng



Automobile Integrated Management Pte Ltd  
Address: 3021A Ubi Road 1 #01-42 Singapore 408715  
Tel: 9119 8371 [www.aimgarage.com.sg](http://www.aimgarage.com.sg)

---

**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.