

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, September 30, 2024 1:49 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SJW7879X.pdf; receipt-20240928-115032.pdf

<Confidential>

PRI - SJW7879X DOA 27.09.2024

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

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 30, 2024 1:48 PM
To: 'Galaxy Auto Care Claims' <claims8488galaxy@gmail.com>
Subject: RE: PRI - SJW7879X DOA 27.09.2024

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: Galaxy Auto Care Claims <claims8488galaxy@gmail.com>

Sent: Monday, September 30, 2024 1:25 PM

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

Subject: Re: PRI - SJW7879X DOA 27.09.2024

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

Dear Crystal

We would like to appoint Marcus Chua (LKK Auto Consultants Pte Ltd) to survey the vehicle

Vehicle already **IN** for survey

Thank you and your assistance is greatly appreciated

Regards

Jenny

On 30-Sep-24 1:13 PM, Motor Survey wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 30/09/2024.

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
- 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:

1. ***Fast lane settlement is not applicable for cases that liability is in dispute***
2. 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 | msiq.com.sg



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

From: galaxy8488 <claims8488galaxy@gmail.com>
Sent: Monday, September 30, 2024 12:06 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: Re: PRI - SJW7879X DOA 27.09.2024

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

Without Prejudice

Dear Sir/Madam,

Please find the attached GIA report for your further action.

Thank you.

Regards,

GALAXY AUTO CARE PRIVATE LIMITED

On 30-Sep-24 8:07 AM, Motor Survey 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.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 |

msiq.com.sg



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

From: galaxy8488 <claims8488galaxy@gmail.com>
Sent: Saturday, September 28, 2024 12:06 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-

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

Without Prejudice

OUR VEH: SJW7879X

YR REF: TO BE ADVISED

YR VEH: SCF8007L

DOA: 27.09.2024 @ 06.50PM

LOC: SERANGOON CENTRAL

28.09.2024

**MSIG INSURANCE (SINGAPORE) PTE
LTD**

BY EMAIL ONLY

4 SHENTON WAY,
SGX CENTRE,
SINGAPORE 068807.

**ACCIDENT INVOLVING MOTOR VEHICLES SJW7879X AND SCF8007L ALONG
SERANGOON CENTRAL ON 27.09.2024, 6.50PM.**

Dear Sir/Madam,

We act for the owner of vehicle no **SJW7879X**.

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

**GALAXY AUTOCARE
13 KAKI BUKIT ROAD 4,
#01-23 / #03-30 BARTLEY BIZ CENTRE
SINGAPORE 417807
WILLIAM ANG – 90108488 // 91821088
ALEX - 9091 0000**

TAKE NOTICE that you are required to respond to us within **2 working days** (excluding Saturday, Sunday, and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as a waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

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GALAXY AUTO CARE PRIVATE LIMITED
Bartley Biz Centre
13 Kaki Bukit Road 4
#01-06 / #01-23
Singapore 417807
Mobile : 9010 8488

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GALAXY AUTO CARE PRIVATE LIMITED

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