

Hueh Yin (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 24 June 2024 3:24 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SMM8765B.pdf

<Confidential>

REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

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

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, June 24, 2024 3:16 PM
To: 'Korrie Chew' <korrie.chew@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

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

Please note my direct line has changed.



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From: Korrie Chew <korrie.chew@fastechauto.com.sg>

Sent: Monday, June 24, 2024 2:54 PM

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

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

<Confidential>

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

Without Prejudice

Dear Sir / Madam,

Please refer to your email dated 24.06.2024

Kindly arrange (**LKK Auto Consultants Pte Ltd – Marcus Chua**) to conduct the pre-repair survey.

Thank you.

Best Regards,
Korrie Chew
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
Autobay Singapore 417883
Tel: 6746 5376
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Monday, 24 June 2024 2:47 pm
To: Korrie Chew <korrie.chew@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

<Confidential>

Dear Sir/Mdm,

Thank you for your email.

We refer to your email dated 24/06/2024.

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
- 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) 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

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: Korrie Chew <korrie.chew@fastechauto.com.sg>

Sent: Monday, June 24, 2024 12:08 PM

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

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

<Confidential>

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

Without Prejudice

Dear Sir / Madam,

Please refer to your email dated 19.06.2024.

Regarding to your issue, the policy number for **SML 3123S** is **A300946393**.

Thank you.

Best Regards,
Korrie Chew
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
Autobay Singapore 417883
Tel: 6746 5376
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Wednesday, 19 June 2024 10:59 am
To: Korrie Chew <korrie.chew@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

<Confidential>

Dear Sir/Mdm,

We are unable to trace the record based on **SML3123S** in our systems and the driver has not report yet.

You may email the LTA search to: feedback@lta.gov.sg to request for the policy number for **SML3123S** with the name of insurer. Tel: 6553 5210.

Please update us once you got the reply from LTA to allow us to register case and arrange survey.

The screenshot shows a software interface for vehicle registration searches. At the top, there are two input fields: 'Vehicle Reg.Number' containing 'SML3123S' and 'Chassis Number' which is empty. Below these fields is a horizontal toolbar with various icons for search, filter, and data management. Underneath the toolbar is a 'Message Window' section. It contains a table with two columns: 'Typ' and 'Message Text'. The first row in the table shows a red circular icon with a white exclamation mark in the 'Typ' column, and the text 'No data record available for the chosen criteria' in the 'Message Text' column.

Typ	Message Text
	No data record available for the chosen criteria

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: Korrie Chew <korrie.chew@fastechauto.com.sg>

Sent: Wednesday, June 19, 2024 10:04 AM

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

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

<Confidential>

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

Without Prejudice

Dear Sir / Madam,

Please refer to your email dated 19.06.2024.

As requested, kindly refer to the attachment for your attention.

Thank you.

Best Regards,

Korrie Chew

Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-48

Autobay Singapore 417883

Tel: 6746 5376

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Wednesday, 19 June 2024 9:49 am
To: Korrie Chew <korrie.chew@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024
Importance: High

<Confidential>

Dear Sir/Mdm,

We have checked our system and unable locate this vehicle no. **SML3123S** as our insured.

Please provide us with LTA search for verification.

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

From: Korrie Chew <korrie.chew@fastechauto.com.sg>
Sent: Tuesday, June 18, 2024 5:17 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 8765B DOA: 18.06.2024

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

Without Prejudice

Dear Sir / Madam,

Your insured's vehicle: SML 3123S.

Date of accident: 18.06.2024.

Please arrange Pre-repair Inspection for my client's vehicle no: SMM 8765B.

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you.

Best Regards,
Korrie Chew
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
Autobay Singapore 417883
Tel: 6746 5376
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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