

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, October 25, 2024 1:55 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: PR SJJ203K.pdf

Follow Up Flag: Follow up
Flag Status: Completed

<Confidential>

ACCIDENT INVOLVING SJJ203K & SNL8278J ON 21.10.2024 ALONG C.T.E.

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.



From: Motor Survey

Sent: Friday, October 25, 2024 1:54 PM

To: Willow Tuang <wtuang@gmail.com>

Subject: RE: ACCIDENT INVOLVING SJJ203K & SNL8278J ON 21.10.2024 ALONG C.T.E.

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.



From: Willow Tuang <wtuang@gmail.com>

Sent: Friday, October 25, 2024 11:47 AM

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

Subject: Re: ACCIDENT INVOLVING SJJ203K & SNL8278J ON 21.10.2024 ALONG C.T.E.

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

Without Prejudice

Dear Sir / Mdm

We refer to your email of even date.

We are agreeable to appointing **LKK AUTO CONSULTANTS PTE LTD** as the Single Joint Expert.

Our client's vehicle is available for pre-repair survey at:

WORKSHOP	:	GUAN MOTOR WORKS
VENUE	:	176 Sin Ming Drive #02-03 Sin Ming AutoCare Singapore 575721
CONTACT PERSON	:	AH HENG@6453 6111

Regards

Tuang Willow
for CK TEO & CO
Tel: 65354788

On Fri, Oct 25, 2024 at 11:15 AM Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 25/10/2024.

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:

- 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



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

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

From: Willow Tuang <wtuang@gmail.com>

Sent: Friday, October 25, 2024 10:32 AM

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

Subject: ACCIDENT INVOLVING SJJ203K & SNL8278J ON 21.10.2024 ALONG C.T.E.

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

Without Prejudice

Dear Sir / Mdm

Enclosed is a copy each of the following:

- a. Notification of Accident & Pre-Repair Inspection;
- b. GIA Report of our Client; and
- c. LTA result

Regards

Tuang Willow
for CK TEO & CO
Tel: 65354788

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