

## Hueh Yin (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Monday, 10 June 2024 1:42 PM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** 5428.pdf

<Confidential>

### Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY -YP5428L

#### 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)



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**From:** Motor Survey  
**Sent:** Monday, June 10, 2024 1:41 PM  
**To:** 'June Phua ( Cheng Hoe Motor)' <chmotor@singnet.com.sg>  
**Subject:** RE: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY -YP5428L

Dear June,

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](mailto:crystal_lee@sg.msig-asia.com)

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**From:** June Phua ( Cheng Hoe Motor) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Sent:** Monday, June 10, 2024 1:35 PM

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

**Subject:** Re: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY -YP5428L

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

Hi,

Our selection as below :-

1) LKK Auto Consultants Pte Ltd

Pls assist to arrange.

**ALSO, PLS ADVISE WHO IS THE CLAIM HANDLER?**

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142  
Fax : 67557719  
Email- [chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)

**From:** Motor Survey  
**Sent:** Monday, June 10, 2024 1:29 PM  
**To:** June Phua ( Cheng Hoe Motor)  
**Subject:** RE: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY -YP5428L

<Confidential>

Dear June,

We refer to your email dated 10/06/2024.

We'll re-direct you to the case Office-In-Charge for liability clearance, once my colleagues registered the claim.

In the meantime, 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](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.**



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**From:** June Phua ( Cheng Hoe Motor) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Sent:** Monday, June 10, 2024 12:20 PM

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

**Subject:** Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY -YP5428L

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

Dear Sir,

**OUR CLIENT - YP5428L**

**DOA - 6/6/24 @1720hrs**

**MSIG INSURED - FBS5068Z**

Attached our client report.

**Under Protocol - SJE**, pls provide list of surveyors for our selection.

**ALSO , Pls advise who is the officer incharge ?**

Thank you.

Rgds,

June

Cheng Hoe Motor Pte Ltd

Tel :67556142

Fax : 67557719

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