

Huey Yon (LKKAUTO)

From: Desmond Lee <desmond_lee@sg.msig-asia.com>
Sent: Tuesday, 8 October 2024 11:17 AM
To: Huey Yon (LKKAUTO)
Subject: SKS8653H / Ref: 364675 / SEEK MANDATE
Attachments: Adjuster report.pdf; SKS 8653H -Mark estimate.pdf

<Confidential>

Dear Huey Yon

Reasonable cost of repair and number of days.

Have a great week ahead!

Desmond Lee
Senior Executive, Claims Services
D: +65 6012 1339 | desmond_lee@sg.msig-asia.com
Please note my direct line has changed.

*** Starting from 1 Oct 2023, MSIG will not accept any cheque payment anymore to support MAS's initiative on elimination of cheques.**

<https://www.msig.com.sg/corporate-news/elimination-cheque-collection-1-october-2023>



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807

T: +65 6220 9644 | 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.

MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | www.msig.com.sg

From: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>
Sent: Friday, September 20, 2024 1:06 PM
To: Desmond Lee <desmond_lee@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SKS8653H / 364675 / SEEK MANDATE

<Confidential>

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

Dear Desmond,

Any updates?

Best Regards,
Huey Yon | Case Handler
LKK Auto Consultants
phone: 6256-3561 | email: hueyyon@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Monday, 16 September 2024 9:26 AM
To: Desmond Lee <desmond_lee@sg.msig-asia.com>
Cc: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SKS8653H / 364675 / SEEK MANDATE

Dear Desmond,

Any updates?

Best Regards,
Huey Yon | Case Handler
LKK Auto Consultants
phone: 6256-3561 | email: hueyyon@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Huey Yon (LKKAuto)
Sent: Wednesday, 11 September 2024 1:25 PM
To: Desmond Lee <desmond_lee@sg.msig-asia.com>
Cc: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: TP / SKS8653H / 364675 / SEEK MANDATE

Dear Desmond,

Any updates?

Best Regards,
Huey Yon | Case Handler
LKK Auto Consultants
phone: 6256-3561 | email: hueyyon@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Thursday, 5 September 2024 5:27 PM
To: Desmond Lee <desmond_lee@sg.msig-asia.com>
Cc: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: TP / SKS8653H / 364675 / SEEK MANDATE

Dear Desmond,

Enclosed herewith SKS 8653H report.

Please let us have your approval.

Photos uploaded in Merimen.

Best Regards,
Huey Yon | Case Handler
LKK Auto Consultants
phone: 6256-3561 | email: hueyyon@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Rajes (LKK Auto) <rajes@lkkauto.com>
Sent: Monday, 1 July 2024 11:21 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Request - Manual Assigned

Dear Crystal,

Thank you for the asisngment.

Best Regards,
Rajes | Admin
LKK Auto Consultants Pte Ltd
Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, July 1, 2024 10:01 AM
To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: Survey Request - Manual Assigned

<Confidential>

TP PRI - SKS8653H | SLV3250S | DoA 25/06/2024

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



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: Monday, July 1, 2024 10:00 AM
To: 'Elise Law' <eliselaw@successunited.com.sg>
Cc: WEI NI TAN <wynni@successunited.com.sg>
Subject: RE: TP PRI - SKS8653H | SLV3250S | DoA 25/06/2024

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.



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: Elise Law eliselaw@successunited.com.sg
Sent: Monday, July 1, 2024 9:54 AM
To: Motor Survey motorsurvey@sg.msig-asia.com
Cc: WEI NI TAN wynni@successunited.com.sg
Subject: Re: TP PRI - SKS8653H | SLV3250S | DoA 25/06/2024

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

Hi Crystal,

We agreed with MSIG In-House Surveyor, Marcus Chua to conduct the survey.

Thank you.

Best Regards,

Elise Law
Claim Executive

SUCCESS UNITED PTE LTD
2 Kaki Bukit Ave 2
#01-33 Kaki Bukit AutoHub
Singapore 417921
Tel: 6746 1515 Fax: 6748 5015

On Mon, Jul 1, 2024 at 9:50 AM Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 01/07/2024.

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.



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: Elise Law <eliselaw@successunited.com.sg>

Sent: Monday, July 1, 2024 9:42 AM

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

Cc: WEI NI TAN <wynni@successunited.com.sg>

Subject: TP PRI - SKS8653H | SLV3250S | DoA 25/06/2024

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

Hi,

Kindly arrange TP PRI for our client's vehicle no. SKS8653H which was damaged due to the accident.

Attached herein the necessary document for your reference.

Thank you.

Best Regards,

Elise Law

Claim Executive

SUCCESS UNITED PTE LTD

2 Kaki Bukit Ave 2

#01-33 Kaki Bukit AutoHub

Singapore 417921

Tel: 6746 1515 Fax: 6748 5015

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.