

## Rajes (LKK Auto)

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Wednesday, December 18, 2024 9:24 AM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assign  
**Attachments:** 4579 - DIRECT.pdf

<Confidential>

### TP CLAIM YOUR REF GBC3867G (MSIG)

#### Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

Password will be sent separately.

Thank you.

**Ong Zi Hui**

Senior Admin Officer, Claims Services

D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@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:** Wednesday, 18 December 2024 9:17 AM  
**To:** Alfred Quah <alfredautoss@gmail.com>  
**Subject:** RE: TP CLAIM YOUR REF GBC3867G (MSIG)

Hi Alfred,

Thank you for your selection.

We will proceed to 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.

**Ong Zi Hui**

Senior Admin Officer, Claims Services

D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)

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**From:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>

**Sent:** Wednesday, 18 December 2024 9:07 AM

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

**Subject:** Re: TP CLAIM YOUR REF GBC3867G (MSIG)

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

Please arrange LKK to survey our client's vehicle. Thank you.

On Wed, 18 Dec 2024, 8:55 am Motor Survey, <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 17/12/2024.

**>>> Please provide us with your client's SAS report or draft copy together with the full NRIC so that we can register this claim & also**

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

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

Thank you.

**Ong Zi Hui**

Senior Admin Officer, Claims Services

D: +65 6012 1318 | [zihui\\_onq@sg.msia-asia.com](mailto:zihui_onq@sg.msia-asia.com)

**Please note my direct line has changed.**



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**From:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>  
**Sent:** Tuesday, 17 December 2024 6:24 PM  
**To:** Motor Survey <[motorsurvey@sg.msia-asia.com](mailto:motorsurvey@sg.msia-asia.com)>  
**Subject:** TP CLAIM YOUR REF GBC3867G

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

MSIG INSURANCE SINGAPORE PTE LTD

[4 SHENTON WAY #21](#)-01

SGX CENTRE SINGAPORE 068807

TEL: 68277660

MOTOR CLAIM DEPARTMENT

**[WITHOUT PREJUDICE SAVE AS TO COSTS]**

**(URGENT)**

Dear Sir/Mdm,

Re: Accident involving VEHICLE NO: SMV4579B AND GBC3867G ON 17/ 12 /2024 14:18 SGT AT MOULMEIN ROAD

We act for YEO KWEE CHYAN. His vehicle was damaged in the above accident as a result. Our client wishes to proceed with the damage repair, please let us know by written notice within 2 working days of the receipt of this email, if you would like to conduct a PRE-REPAIR SURVEY.

Our client's vehicle is at the following location.

ALFRED AUTO SERVICES & SUPPLIES

BLK 5035 #01-351 ANG MO KIO INDUSTRIAL PARK 2 SINGAPORE 569538

In compliance with the NIMA PROTOCOL, please let us have your 10 Surveyors.

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Thank you.

Alfred QUAH (Mr)

Alfred Auto Services & Supplies

ACRA: 391089/00E

HP/Whatsapp: 9145-4773 Tel: 6483-4586 FAX: 6483-4882

Email: [alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)

Address: BLK 5035 #01-351 ANG MO KIO INDUSTRIAL PARK 2 SINGAPORE 569538

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