

## Rajes (LKK Auto)

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Thursday, December 19, 2024 10:05 AM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assign  
**Attachments:** Insurer Enquiry — GEARS.pdf; SNG1428R DOA 15122024.pdf

<Confidential>

**OUR REF: SNG1428R YOUR REF: SNQ3752M (MSIG) PRE-REPAIR INSPECTION FOR SNG1428R**

### **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:** Thursday, 19 December 2024 10:02 AM  
**To:** 'Jackson Ho' <jackson@mycarholdings.asia>  
**Cc:** Lavonne Ong <lavonne@mycarholdings.asia>  
**Subject:** RE: OUR REF: SNG1428R YOUR REF: SNQ3752M (MSIG) PRE-REPAIR INSPECTION FOR SNG1428R

Hi Jackson,

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:** Jackson Ho <[jackson@mycarholdings.asia](mailto:jackson@mycarholdings.asia)>

**Sent:** Thursday, 19 December 2024 9:57 AM

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

**Cc:** Lavonne Ong <[lavonne@mycarholdings.asia](mailto:lavonne@mycarholdings.asia)>

**Subject:** Re: OUR REF: SNG1428R YOUR REF: SNQ3752M (MSIG) PRE-REPAIR INSPECTION FOR SNG1428R

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

**WITHOUT PREJUDICE**

Dear Sirs,

We would like to select Lkk to conduct a pre-repair inspection on our client's vehicle.

Best regards,

Jackson Ho

Claims Manager | Motor Claims Department

**My Car Consultant Pte Ltd**

M: 9856 2596 | F: 6925 5219

W: [MyCar.sg](http://MyCar.sg) | E : [jackson@mycarholdings.asia](mailto:jackson@mycarholdings.asia)

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

On Thu, 19 Dec 2024 at 08:49, Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 18/12/2024.

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

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\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)

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



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**From:** Jackson Ho <[jackson@mycarholdings.asia](mailto:jackson@mycarholdings.asia)>

**Sent:** Wednesday, 18 December 2024 5:29 PM

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

**Cc:** Lavonne Ong <[lavonne@mycarholdings.asia](mailto:lavonne@mycarholdings.asia)>

**Subject:** OUR REF: SNG1428R YOUR REF: SNQ3752M PRE-REPAIR INSPECTION FOR SNG1428R

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

**WITHOUT PREJUDICE**

Dear Sirs / Madam

Survey location : **60 Jalan Lam Huat, #05-21 Carros Centre S (737869)**

OUR REF : **SNG1428R**

YOUR REF : **SNQ3752M**

**ACCIDENT INVOLVING SNG1428R & SNQ3752M**

We refer to the above matter and enclosed herewith our client's GIA report & Notification of Pre-repair Inspection for your attention.

Best regards,

Jackson Ho  
Claims Manager | Motor Claims Department

**My Car Consultant Pte Ltd**

M: 9856 2596 | F: 6925 5219

W: [mycar.sg](http://mycar.sg) | E : [jackson@mycarholdings.asia](mailto:jackson@mycarholdings.asia)

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

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