

Huey Yon (LKKAuto)

From: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Sent: Friday, 3 January 2025 9:38 AM
To: Huey Yon (LKKAuto); SUR
Cc: Rajah Kumar
Subject: Our ref: 386345 Your ref: TP / SNM4751E / 386345 / SEEK MANDATE: Survey Request - Manual Assign

<Confidential>

Dear Sirs

Please proceed as per your advice.

Thank you.

Ashik Madi

Executive, Claims Services (Motor)

D: +65 60121341 | ashik_madi@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



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Note – Elimination of Cheque

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-20>

From: Rajah Kumar <rajah_kumar@sg.msig-asia.com>
Sent: Thursday, 2 January 2025 3:37 pm
To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Subject: RE: Our ref: 386345 Your ref: TP / SNM4751E / 386345 / SEEK MANDATE: Survey Request - Manual Assign

<Confidential>

Dear ashik ,
Reasonable cost of repair and number of days.

Regards
Rajah Kumar Joseph
Senior Executive, Claims Services
D: 6012 1310 | rajah_kumar@sg.msig-asia.com
Please note my direct line has changed

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: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Sent: Thursday, 2 January 2025 8:31 am
To: Rajah Kumar <rajah_kumar@sg.msig-asia.com>
Cc: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Our ref: 386345 Your ref: TP / SNM4751E / 386345 / SEEK MANDATE: Survey Request - Manual Assign

<Confidential>

Dear Rajah

Please check COR.

Thank you.

Ashik Madi
Executive, Claims Services (Motor)
D: +65 60121341 | ashik_madi@sg.msig-asia.com
Please note my direct line has changed.



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From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Sent: Monday, 30 December 2024 10:28 am

To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: TP / SNM4751E / 386345 / SEEK MANDATE: Survey Request - Manual Assign

<Confidential>

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

Dear Ashik,

Enclosed herewith SNM 4751E report.

Please let us have your approval.

Photos uploaded in merimen.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

Best Regards,

Huey Yon | case handler

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Monday, 23 December 2024 11:40 AM

To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey Request - Manual Assign

Dear Zi Hui,

Thank you for the assignment.

Please be informed that **Ms. Huey Yon** is the handler of this case who can be contacted at 6256 3561/
hueyyon@lkkauto.com

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

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, #02-25 | S(408933)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Sent: Monday, December 23, 2024 10:39 AM

To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Subject: Survey Request - Manual Assign

<Confidential>

OUR REF: SNM4751E YOUR REF: YP5762X (MSIG) PRE-REPAIR INSPECTION FOR SNM4751E

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

Please note my direct line has changed.



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From: Motor Survey
Sent: Monday, 23 December 2024 10:36 AM
To: Jackson Ho <jackson@mycarholdings.asia>
Cc: Lavonne Ong <lavonne@mycarholdings.asia>
Subject: RE: FW: OUR REF: SNM4751E YOUR REF: YP5762X (MSIG) PRE-REPAIR INSPECTION FOR SNM4751E

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
Please note my direct line has changed.



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From: Jackson Ho <jackson@mycarholdings.asia>
Sent: Monday, 23 December 2024 9:59 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Lavonne Ong <lavonne@mycarholdings.asia>
Subject: Re: FW: OUR REF: SNM4751E YOUR REF: YP5762X (MSIG) PRE-REPAIR INSPECTION FOR SNM4751E

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 | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Mon, 23 Dec 2024 at 09:23, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 21/12/2024.

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 (**not available from 20/12/24 to 01/01/25**)
- 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

Thank you.

Ong Zi Hui

Senior Admin Officer, Claims Services

D: +65 6012 1318 | zihui_ong@sg.msig-asia.com

Please note my direct line has changed.



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From: Jackson Ho <jackson@mycarholdings.asia>
Sent: Saturday, 21 December 2024 10:44 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Lavonne Ong <lavonne@mycarholdings.asia>
Subject: OUR REF: SNM4751E YOUR REF: YP5762X PRE-REPAIR INSPECTION FOR SNM4751E

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 : **SNM4751E**

YOUR REF : **YP5762X**

ACCIDENT INVOLVING SNM4751E & YP5762X

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 | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21
S (737869)

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