

## Meng Yan (LKK Auto)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Friday, 27 October 2023 10:12 am  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SHD 4692 K 26.10.2023 - Towing jobsheet.pdf; SHD 4692 K 26.10.2023 - Police Rpt.pdf; SHD 4692 K 26.10.2023 - SAS Rpt.pdf

<Confidential>

### PRS for our client's vehicle SHD 4692 K and your insured's vehicle SJY 140 D on 26.10.2023

#### 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](http://msig.com.sg)    

**From:** Motor Survey

**Sent:** Friday, October 27, 2023 10:11 AM

**To:** Assessment Dept <assessment\_ltc@bifrostauto.com>

**Cc:** claims\_lts@bifrostauto.com; Claims Dept <claims\_ltr@bifrostauto.com>; Ms Lim <claims\_ltm@bifrostauto.com>; Joseph Koh <joseph.koh@bifrostauto.com>; claims\_ltv@bifrostauto.com

**Subject:** RE: PRS for our client's vehicle SHD 4692 K and your insured's vehicle SJY 140 D on 26.10.2023

Dear Mr Yee,

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 & 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](http://msig.com.sg)



---

**From:** Assessment Dept <[assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com)>

**Sent:** Friday, October 27, 2023 10:02 AM

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

**Cc:** [claims\\_lts@bifrotauto.com](mailto:claims_lts@bifrotauto.com); Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>; Ms Lim <[claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com)>; Joseph Koh <[joseph.koh@bifrotauto.com](mailto:joseph.koh@bifrotauto.com)>; [claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)

**Subject:** Re: PRS for our client's vehicle SHD 4692 K and your insured's vehicle SJY 140 D on 26.10.2023

---

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

---

Without Prejudice

Dear Crystal

Our client selects 1) LKK Auto Consultants Pte Ltd

Taxi at workshop.

Please make the necessary assignment.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

*If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.*

On Fri, 27 Oct 2023 at 09:49, Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 27/10/2023.

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) AutoProbe Consultants
- 6) **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. Xing Guo Qiang	6) Chow Bo Xiong
2. Kenneth Kong	7) TT Garajan
3. Marcus Chua	8) Victor Png
4. Ng You Han	9) Tay Beng Hee
5. Gary Soon	10) Samuel Phun

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.**



**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](http://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:** Assessment Dept <[assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com)>

**Sent:** Friday, October 27, 2023 9:30 AM

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

**Cc:** [claims\\_lts@bifrotauto.com](mailto:claims_lts@bifrotauto.com); Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>; Ms Lim <[claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com)>; Joseph Koh <[joseph.koh@bifrotauto.com](mailto:joseph.koh@bifrotauto.com)>; [claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)

**Subject:** Re: PRS for our client's vehicle SHD 4692 K and your insured's vehicle SJY 140 D on 26.10.2023

---

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

---

Without Prejudice

Dear Crystal

Please find attached SAS and Police Report.

Please let us have the SJE list and note the delay was not on our end.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

*If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.*

On Thu, 26 Oct 2023 at 15:40, Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Sir/Mdm,

Please provide us with your client's SAS report or draft copy so that we can register this claim.

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](http://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:** Assessment Dept <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>

**Sent:** Thursday, October 26, 2023 3:24 PM

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

**Cc:** [claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com); Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Ms Lim <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; Joseph Koh <[joseph.koh@bifrostauto.com](mailto:joseph.koh@bifrostauto.com)>; [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)

**Subject:** PRS for our client's vehicle SHD 4692 K and your insured's vehicle SJY 140 D on 26.10.2023

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Yong Tuck Seng, to notify you of the aforesaid accident involving our client's vehicle SHD 4692 K and your insured's vehicle SJY 140 D on 26.10.2023.

Please find enclosed our client's LTA Search. We will follow with GIA Report once avail.

This serves as a **NOTICE** that we are claiming against SJY 140 D for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection: 59 Loyang Drive Level 4 Room 7 Singapore 508969**

**Contact Person:** Mr Yee / Janice

**Contact Email:** [claims\\_ltv@bifrostable.com](mailto:claims_ltv@bifrostable.com) / [claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com) / [assessment\\_ltc@bifrostable.com](mailto:assessment_ltc@bifrostable.com)

VEH IN (Date & Time) : **26.10.2023**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

**You can protect our environment. Think before you print.**

**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.

Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687