

## Huey Yon (LKKAUTO)

---

**From:** Muhd Ashik B Madi <ashik\_madi@sg.msig-asia.com>  
**Sent:** Wednesday, 17 July 2024 8:20 AM  
**To:** Huey Yon (LKKAUTO)  
**Cc:** SUR; Rajah Kumar  
**Subject:** RE: TP / SMN1353Y / 366136 / SEEK MANDATE

<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](mailto: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](https://www.msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

**Join our mission in protecting our planet, please consider the environment before you print.**

*Please note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers, policyholders, insured, and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose.*

### 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.

### 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:** Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>

**Sent:** Monday, July 15, 2024 2:15 PM

**To:** Muhd Ashik B Madi <ashik\_madi@sg.msig-asia.com>  
**Cc:** SUR <sur@lkkauto.com>; Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Subject:** TP / SMN1353Y / 366136 / SEEK MANDATE

<Confidential>

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

Dear Ashik,

Enclosed herewith SMN 1353Y 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](mailto:hueyyon@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Sent:** Wednesday, July 10, 2024 10:14 AM  
**To:** Muhd Ashik B Madi <[ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@sg.msig-asia.com)>; Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>  
**Subject:** FW: Survey Request - Manual Assigned

<Confidential>

Dear Ashik,

For your information.

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:** Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>  
**Sent:** Wednesday, July 10, 2024 10:09 AM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Survey Request - Manual Assigned

<Confidential>

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

Dear Crystal,

Please be informed that we have inspected the vehicle SMN 1353Y on 09/07/2024 .

We are pending estimate from repairer.

Best Regards,  
Huey Yon | Case Handler  
LKK Auto Consultants  
phone: 6256-3561 | email: [hueyyon@lkkauto.com](mailto: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](mailto:rajes@lkkauto.com)>  
**Sent:** Tuesday, July 9, 2024 11:23 AM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Survey Request - Manual Assigned

Dear Crystal,

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](mailto:hueyyon@lkkauto.com)

Best Regards,  
**Rajes** | Admin  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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](mailto:crystal_lee@sg.msig-asia.com)>  
**Sent:** Tuesday, July 9, 2024 9:55 AM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** Survey Request - Manual Assigned

<Confidential>

**Accident involving SMN1353Y & SNC1681X on 02/07/2024 at PIE towards ECP (Changi)**

**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@sq.msia-asia.com](mailto:crystal_lee@sq.msia-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 | [msia.com.sg](http://msia.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:** Tuesday, July 9, 2024 9:54 AM

**To:** 'T K Lee' <[tklee0247@gmail.com](mailto:tklee0247@gmail.com)>

**Subject:** RE: Accident involving SMN1353Y & SNC1681X on 02/07/2024 at PIE towards ECP (Changi)

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to appoint/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@sq.msia-asia.com](mailto:crystal_lee@sq.msia-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)



A Member of **MS&AD INSURANCE GROUP**

 *Join our mission in protecting our planet, please consider the environment before you print.*

**From:** T K Lee <[tklee0247@gmail.com](mailto:tklee0247@gmail.com)>

**Sent:** Tuesday, July 9, 2024 9:49 AM

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

**Subject:** Re: Accident involving SMN1353Y & SNC1681X on 02/07/2024 at PIE towards ECP (Changi)

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

Dear Sir/Mdm,

We would like to appoint LKK Auto Consultants Pte Ltd to conduct PRI for our client's vehicle.

Thank you.

Warmest Regards,

**Xue Ting**

T K Lee Automotive Pte Ltd

1 Kaki Bukit Ave 6, Autobay, #02-47

Singapore 417883

Tel: 65095521

On Tue, Jul 9, 2024 at 8:28 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 08/07/2024.

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](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:** T K Lee <[tklee0247@gmail.com](mailto:tklee0247@gmail.com)>

**Sent:** Monday, July 8, 2024 5:29 PM

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

**Subject:** Re: Accident involving SMN1353Y & SNC1681X on 02/07/2024 at PIE towards ECP (Changi)

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

Dear Crystal,

Attached is the written GIA.

Kindly send us the surveyor list to choose from.

Thank you.

Warmest Regards,

**Xue Ting**

T K Lee Automotive Pte Ltd

1 Kaki Bukit Ave 6, Autobay, #02-47

Singapore 417883

Tel: 65095521

On Mon, Jul 8, 2024 at 3:53 PM 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, in order for us register this claim.

**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:** T K Lee <[tklee0247@gmail.com](mailto:tklee0247@gmail.com)>

**Sent:** Monday, July 8, 2024 2:12 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Subject:** Accident involving SMN1353Y & SNC1681X on 02/07/2024 at PIE towards ECP (Changi)

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

Dear Sir/Mdm,

Our Ref: SMN1353Y

Your Ref: SNC1681X (MSIG)

Kindly arrange PRI and let us have the surveyor list to choose from.

Thank you.

Warmest Regards,

**Xue Ting**

T K Lee Automotive Pte Ltd

1 Kaki Bukit Ave 6, Autobay, #02-47

Singapore 417883

Tel: 65095521

---

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.