

## Hueh Yin (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, July 18, 2024 1:54 PM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** GBM6091E .pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

<Confidential>

**Our ref: GBM 6091M / YOUR VEH: GBG 5850U**

### **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.**





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**From:** Motor Survey

**Sent:** Thursday, July 18, 2024 1:53 PM

**To:** 'Sarah' <sarah@islandlaw.com.sg>

**Subject:** RE: Our ref: GBM 6091M / YOUR VEH: GBG 5850U

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

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



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**From:** Sarah <[sarah@islandlaw.com.sg](mailto:sarah@islandlaw.com.sg)>  
**Sent:** Thursday, July 18, 2024 12:04 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** RE: Our ref: GBM 6091M / YOUR VEH: GBG 5850U

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

Hi,

Per our email below, we have already agreed to LKK.

*Best Regards,*

**Sarah Liu**  
**Legal Secretary**

**ISLAND LAW PRACTICE LLC**  
101 Upper Cross Street  
#04-04 People's Park Centre  
Singapore 058357  
Tel : (65) 6221 3211  
Fax : (65) 6225 3210  
Email : [sarah@islandlaw.com.sg](mailto:sarah@islandlaw.com.sg)  
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**From:** Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]  
**Sent:** Thursday, 18 July 2024 11:30 am  
**To:** Sarah <[sarah@islandlaw.com.sg](mailto:sarah@islandlaw.com.sg)>  
**Subject:** RE: Our ref: GBM 6091M / YOUR VEH: GBG 5850U

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 18/07/2024.

We propose one of the motor surveyor names in the list below to conduct the joint pre-repair survey as the single joint expert.

- 1) FormTeam Consultancy Pte Ltd
- 2) LKK Auto Consultants Pte Ltd
- 3) Appraisal VP Pte Ltd
- 4) AJAX Inspection Services 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) Frankie Pang	6) Marcus Chua
2) Chow Bo Xiong	7) Victor Png
3) Ng You Han	8) Loh Teck How, Billy
4) Bryan Ang	9) Adam Ng
5) Kenneth Kong	10) Kenji Tan

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.

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.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Moving forward, please email your survey request to [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.**



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**From:** Sarah <[sarah@islandlaw.com.sg](mailto:sarah@islandlaw.com.sg)>

**Sent:** Thursday, July 18, 2024 11:22 AM

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

**Subject:** RE: Our ref: GBM 6091M / YOUR VEH: GBG 5850U

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

(NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIMA CASES)

**ACCIDENT INVOLVING GBM 6091E & GBG 5850U ON 16/07/2024 AT 1000 HOURS ALONG 2 SELETAR NORTH LINK**

We act for Teo Soon Guan, who has appointed the undermentioned workshop to repair his/her motor vehicle no. **GBM 6091M**.

Please be informed that the said vehicle can be inspected at:

Name: Infinity Auto 57 Pte Ltd  
Address: 3020A Ubi Road 1 #01-33 S(408714)  
Contact Person: Ah Tan  
Contact Number: 9657 5148

**To expedite the process, our client can agree to LKK as the mutually agreed SJE. Please proceed to arrange survey.**

Please note that if you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

*Thank you.*

***Best Regards,***

***Sarah Liu***  
***Legal Secretary***

**ISLAND LAW PRACTICE LLC**

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Singapore 058357  
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