

## Huey Yon (LKKAuto)

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**From:** Huey Yon (LKKAuto)  
**Sent:** Monday, 29 July 2024 2:00 PM  
**To:** Melvin Ye  
**Cc:** 'Crystal Lee'; SUR  
**Subject:** TP / SMM 6063G / 367496 / SEEK MANDATE  
**Attachments:** Mark estimate.pdf; SMM 6063G-Adjuster report.pdf

Dear Melvin,

Enclosed herewith SMM 6063G 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)

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**From:** Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>  
**Sent:** Tuesday, July 23, 2024 10:10 AM  
**To:** Melvin Ye <[melvin\\_ye@sg.msiga-sia.com](mailto:melvin_ye@sg.msiga-sia.com)>  
**Cc:** 'Crystal Lee' <[crystal\\_lee@sg.msiga-sia.com](mailto:crystal_lee@sg.msiga-sia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Survey Request - Manual Assigned

Dear Melvin,

Please be informed that we have inspected the vehicle SMM 6063G on 22/07/2024.

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)

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**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Sent:** Thursday, July 18, 2024 4:00 PM  
**To:** Crystal Lee <[crystal\\_lee@sg.msiga-sia.com](mailto:crystal_lee@sg.msiga-sia.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 vehicle not in the workshop, repairer will arrange.

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)

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**From:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

**Sent:** Thursday, July 18, 2024 3:03 PM

**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>

## **REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 6063G DOA: 18.07.2024**

### **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](https://msig.com.sg)



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**From:** Motor Survey

**Sent:** Thursday, July 18, 2024 3:02 PM

**To:** 'Siow Szelin' <[szelin.siow@fastechauto.com.sg](mailto:szelin.siow@fastechauto.com.sg)>

**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>

**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 6063G DOA: 18.07.2024

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.msigg.com](mailto:crystal_lee@sg.msigg.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 |

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**From:** Siow Szelin <[szelin.siow@fastechauto.com.sg](mailto:szelin.siow@fastechauto.com.sg)>

**Sent:** Thursday, July 18, 2024 2:57 PM

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

**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>

**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 6063G DOA: 18.07.2024

<Confidential>

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

Without Prejudice

Dear Sir / Madam,

Please arrange (**LKK Auto Consultants Pte Ltd**) to conduct the pre-repair survey.

Thank you

Best Regards,  
Szelin

Fastech Auto Pte Ltd  
1 Kaki Bukit Avenue 6 #01-48  
Autobay Singapore 417883  
Tel: 6746 5405  
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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**From:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Sent:** Thursday, July 18, 2024 14:19  
**To:** Siow Szelin <[szelin.siow@fastechauto.com.sg](mailto:szelin.siow@fastechauto.com.sg)>  
**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 6063G DOA: 18.07.2024

<Confidential>

Dear Sir/Mdm,

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

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) AJAX Inspection Services Pte Ltd
- 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) 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 & 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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Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Siow Szelin <[szelin.siow@fastechauto.com.sg](mailto:szelin.siow@fastechauto.com.sg)>

**Sent:** Thursday, July 18, 2024 1:30 PM

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

**Cc:** Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>

**Subject:** REQUEST FOR PRE-REPAIR INSPECTION FOR SMM 6063G DOA: 18.07.2024

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

Without Prejudice

Dear Sir / Madam,

Your insured' s vehicle: SLQ 1268G.

Date of accident: 18/07/2024

Please arrange Pre-repair Inspection for my client' s vehicle no: SMM 6063G.

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS

AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you

Best Regards,

Szelin

Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-48

Autobay Singapore 417883

Tel: 6746 5405

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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