Huey Yon (LKKAuto)

From:	Rasul (LKKAuto)	
Sent:	Tuesday, 20 August 2024 9:07 AM	
To:	Auto Claim	
Cc:	Huey Yon (LKKAuto)	
Subject:	Re: Accident involving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on 16/7072024	
Hi Minoko,		
As per our message,		
We will be advising our protein approval.	rincipal a cost of repair L/S \$5,200.00 /- with 04 days of repair before GST, subject to	
Best Regards,		
Rasul Assessor		
LKK Auto Consultants Pte		
Phone: 6256-3561 email: <u>Ra</u>	6256-3561 email: <u>Rasul@lkkauto.com</u> fax: 6841-4315	
Blk 51, Paya Ubi Industrial Pa	ırk, Ubi Avenue 1, #02-25 S(408933)	
Save the Earth. Print of	nly when necessary.	
From: Auto Claim < rnsauto		
Sent: Friday, 2 August 202	·	
To: Rasul (LKKAuto) < Rasul	ा@।ккаито.com> ents@lkkauto.com>; Hueh Yin (LKK Auto) <huehyin@lkkauto.com></huehyin@lkkauto.com>	
	lving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on 16/7072024	
Dear Rasul,		
Please find attached af	fter repair photo and have your finalise ASAP.	
Thank You.		
Best Regards,		
Susan Tan		
R&S Autoclaim Pt	e. Ltd.	

1

13 Pioneer Sector 1 Singapore 628424

On Mon, Jul 22, 2024 at 5:39 PM Hueh Yin (LKK Auto) < huehyin@lkkauto.com > wrote:		
Dear Susan,		
We will arrange accordingly.		
Best Regards,		
Hueh Yin Admin		
LKK Auto Consultants Pte Ltd		
Phone: 6741-8434 email: assignments@lkkauto.com fax: 6256-4315		
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 S(408933)		
From: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com > Sent: Monday, July 22, 2024 5:32 PM To: Auto Claim < rnsautoclaim@rnseng.com.sg >; assignments < assignments@lkkauto.com > Subject: RE: Accident involving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on 16/7072024		
Dear Sir / Madam,		
Thank you for your email.		
Hi team,		
I and the second		
Kindly assist.		

 $To\ check\ availability\ of\ the\ case\ handler, you\ may\ contact\ the\ under signed.$

Thank you.
Best Regards,
Mei Kwan Admin
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6366 0055 email: MeiKwan@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
From: Auto Claim < <u>rnsautoclaim@rnseng.com.sg</u> > Sent: Monday, July 22, 2024 5:27 PM To: Admin A < <u>admin-a@lkkauto.com</u> > Subject: Re: Accident involving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on 16/7072024
Dear Sir/Madam,
Kindly inform the vehicle will be in by tomorrow @ 3:30-4:00pm , owner waiting.
Kindly assist to arrange the surveyor conduct this PRS at location
R & S Autoclaim Pte Ltd
13 Pioneer Sector 1
Singapore 628424
Thank you
Best Regards,

Susan Tan

On Mon, Jul 22, 2024 at 3:46 PM Auto Claim < rnsautoclaim@rnseng.com.sg > wrote:

Dear Sir/Madam,

Please ignore the message. We will update again.

Best Regards,

Susan Tan

R&S Autoclaim Pte. Ltd.

13 Pioneer Sector 1 Singapore 628424

On Mon, Jul 22, 2024 at 3:32 PM Auto Claim < rnsautoclaim@rnseng.com.sg wrote:

Dear Sir/Madam,

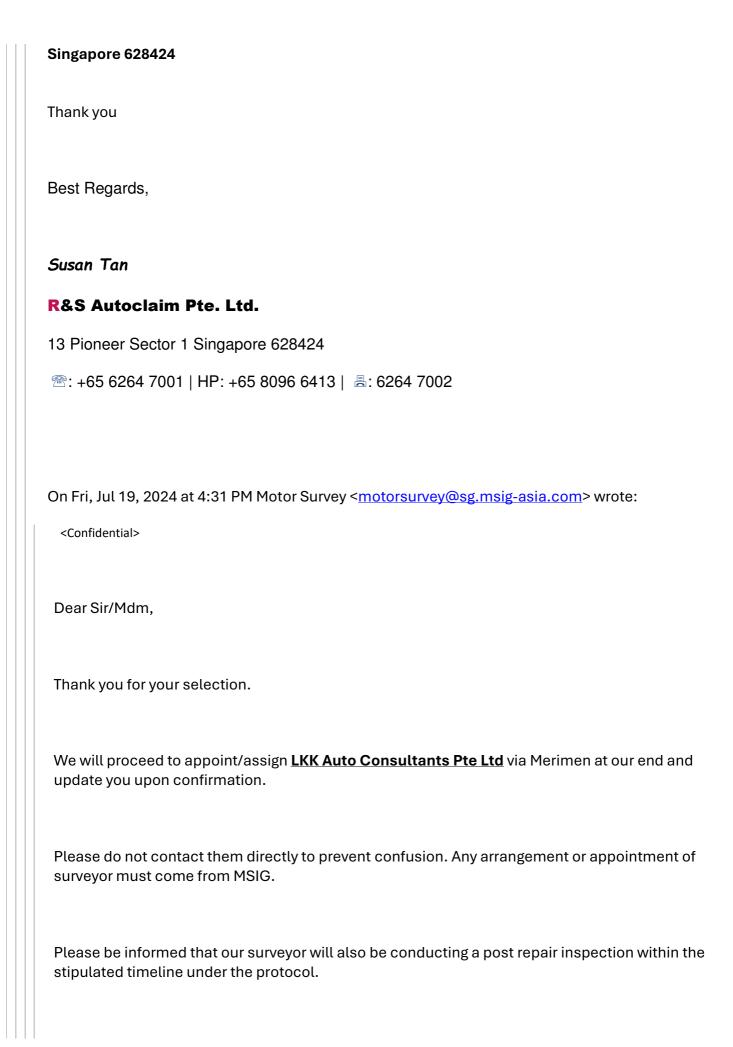
Refer to the above matter.

Kindly inform the vehicle will be in by tomorrow @ 3:30-4:00pm, owner waiting.

Kindly assist to arrange the surveyor conduct this PRS at location

R & S Autoclaim Pte Ltd

13 Pioneer Sector 1



Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal lee@sq.msiq-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 | <u>msig.com.sq</u> **f**



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

From: Auto Claim < rnsautoclaim@rnseng.com.sg>

Sent: Friday, July 19, 2024 4:28 PM

To: Crystal Lee < crystal_lee@sg.msig-asia.com > **Cc:** Motor Survey < motorsurvey@sg.msig-asia.com >

Subject: Re: Accident involving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on

16/7072024

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

Dear Crystal,

Sorry for late reply, we would like to select LKK to conduct this PRS.

Best Regards,		
Susan Tan		
R&S Autoclaim Pte. Ltd.		
13 Pioneer Sector 1 Singapore 628424		
─: +65 6264 7001 HP: +65 8096 6413 ♣: 6264 7002		
On Thu, Jul 18, 2024 at 3:32 PM Crystal Lee < crystal_lee@sg.msig-asia.com > wrote:		
<confidential></confidential>		
Dear Sir/Mdm,		
We are still pending for your reply.		
Please revert back us at the soonest.		
Thank you & Best regards,		
mank you a best regards,		
Crystal Lee		
Admin Officer, Claims Services (In-House Survey)		
D: +65 6012 1316 crystal_lee@sg.msig-asia.com		
Please note my direct line has changed.		



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

From: Motor Survey

Sent: Wednesday, July 17, 2024 10:20 AM

To: 'rnsautoclaim@rnseng.com.sg' <rnsautoclaim@rnseng.com.sg>

Subject: RE: Accident involving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on

16/7072024

Dear Sir/Mdm,

We refer to your email dated 17/07/2024.

We'll re-direct you to the case Office-In-Charge for liability clearance, once my colleagues registered the claim.

In the meantime, 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

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey) D: +65 6012 1316 | 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

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From: rnsautoclaim@rnseng.com.sg <rnsautoclaim@rnseng.com.sg>

Sent: Wednesday, July 17, 2024 10:06 AM

To: Motor Survey < motorsurvey@sg.msig-asia.com >

Cc: rnsautoclaim@rnseng.com.sg

Subject: Accident involving vehicle XE303R & SFL207L (Your Insured - MSIG) accident on

16/7072024

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

Without Prejudice,

To Officer In-charge,

Vehicle not in.

We are appointed workshop bearing the car plates XE303R, accident happened due to the collision by your insured SFL207L.

Refer to above attachment, kindly provide list of surveyors and help to arrange for PRI at the following address:

R&S AUTOCLAIM PTE LTD

No 13, PIONEER SECTOR 1 S(628424)

Beside, we would like to check for the liability on this matter.

Kindly check & revert to us as soon as possible.

Thank You

Best Regards,

Susan Tan

R&S Autoclaim Pte. Ltd.

13 Pioneer Sector 1 Singapore 628424

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