

## Rajes (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, July 25, 2024 10:26 AM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SMW5773U -- NOA.pdf

<Confidential>

### **ACCIDENT INVOLVING VEHICLE NO.: SMW5773U & GBM1331X ON 13/07/2024 ALONG JLN TOA PAYOH TOWARDS KIM KEAT AVE - TP CLAIM – NOA**

#### **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 25, 2024 10:24 AM

**To:** 'Operation / Candy Ong' <operation@tlauto.com.sg>

**Subject:** RE: ACCIDENT INVOLVING VEHICLE NO.: SMW5773U & GBM1331X ON 13/07/2024 ALONG JLN TOA PAYOH TOWARDS KIM KEAT AVE - TP CLAIM - NOA

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)

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**From:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>

**Sent:** Thursday, July 25, 2024 10:16 AM

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

**Subject:** RE: ACCIDENT INVOLVING VEHICLE NO.: SMW5773U & GBM1331X ON 13/07/2024 ALONG JLN TOA PAYOH TOWARDS KIM KEAT AVE - TP CLAIM - NOA

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

Dear Crystal,

We hereby agreed to nominate LKK Auto Consultants Pte Ltd to conduct the pre-repair inspection of our client's vehicle

Best Regards,

Candy Ong

Tong Luck Auto Pte Ltd

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

**Sent:** Thursday, July 25, 2024 8:46 AM

**To:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>

**Subject:** RE: ACCIDENT INVOLVING VEHICLE NO.: SMW5773U & GBM1331X ON 13/07/2024 ALONG JLN TOA PAYOH TOWARDS KIM KEAT AVE - TP CLAIM - NOA

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 24/07/2024.

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 (unavailable on 24 & 25 July 2024)**

\*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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**From:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>

**Sent:** Wednesday, July 24, 2024 5:20 PM

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

**Subject:** ACCIDENT INVOLVING VEHICLE NO.: SMW5773U & GBM1331X ON 13/07/2024 ALONG JLN TOA PAYOH TOWARDS KIM KEAT AVE - TP CLAIM - NOA

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

Dear All,

We have our client's instruction to notify you the above accident

Please find attached documents for your information and necessary action

The vehicle is now garage at our workshop

Kindly let us have your surveyor list and arrange for the PRI survey of our client's vehicle at an earlier date

Thanks & Regards,

**Candy Ong**



**Tong Luck Auto Pte Ltd**

160 Sin Ming Drive

#07-01/06 Sin Ming Autocity

Singapore 575722

Tel: 6250 0088 Fax: 6250 5545

Email: [operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)

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