

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, July 26, 2024 4:16 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: YP5267J_23072024.pdf

<Confidential>

PRI - YP5267J - DOA (23.07.2024)

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

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



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: Friday, July 26, 2024 4:15 PM
To: 'info@carsmith.Biz' <info@carsmith.biz>
Subject: RE: PRI - YP5267J - DOA (23.07.2024)

Dear Susian,

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

Please note my direct line has changed.



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From: info@carsmith.biz info@carsmith.biz

Sent: Friday, July 26, 2024 4:10 PM

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

Subject: Re: PRI - YP5267J - DOA (23.07.2024)

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

Dear Crystal,

We would like to appoint **LKK Auto Consultants Pte Ltd** to survey our vehicle.

Vehicle not in yet.

Thank you.

Regards

Susian

On 26-Jul-24 3:47 PM, Motor Survey wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 26/07/2024.

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 (**unavailable on 26 July 2024**)
- 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:

1. ***Fast lane settlement is not applicable for cases that liability is in dispute***
2. 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 7888 | Co. Reg. No. 200412212G | 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: info@carsmith.biz <info@carsmith.biz>

Sent: Friday, July 26, 2024 3:35 PM

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

Subject: Re: PRI - YP5267J - DOA (23.07.2024)

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

Dear Crystal,

Please find the attached file for your further action.

Thank you.

Regards,

Susian

On 26-Jul-24 1:17 PM, Motor Survey wrote:

<Confidential>

Dear Sir/Mdm,

Please provide us with your client's SAS report or draft copy, in order for us register this claim.

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

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



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

From: info@carsmith.Biz <info@carsmith.biz>

Sent: Friday, July 26, 2024 12:49 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>

Subject: PRI - YP5267J - DOA (23.07.2024)

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

WITHOUT PREJUDICE

OUR REF: A2407-032-YP5267J

YR REF: TO BE ADVISED

OUR VEH: YP5267J

YR VEH: SNE1377P

DOA: 23.07.2024

LOC: CORPORATION ROAD TOWARDS BULIM AVENUE

MSIG INSURANCE (SINGAPORE) PTE

LTD

BY EMAIL ONLY

4 SHENTON WAY,

SGX CENTRE,

SINGAPORE 068807.

26.07.2024

**ACCIDENT INVOLVING MOTOR VEHICLE YP5267J AND SNE1377P
ALONG CORPORATION ROAD TOWARDS BULIM AVENUE ON
23.07.2024. TIME 07:50 AM.**

Dear Sir/Madam,

We act for the owner of vehicle no. **YP5267J**.

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

CARSMITH PRIVATE LIMITED
8 KAKI BUKIT AVE 4
#04-35 Premier
Singapore 415875
Person In-Charge: Alex / Susian
Mobile Number: 9091 0000 / 9610 8000

TAKE NOTICE that you are required to respond to us within **2 working days** (excluding Saturday, Sunday, and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as a waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

--

Susian
CARSMITH PTE LTD

PREMIER @ 8 KAKI BUKIT AVE 4
#04-35
Singapore 415875
Person In-Charge: Alex / Susian
Mobile Number: 9091 0000 / 9610 8000

CONFIDENTIALITY NOTICE

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