

Hueh Yin (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, July 29, 2024 4:40 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: YP6093LD240306.pdf; YP6093L Search.pdf

Follow Up Flag: Follow up
Flag Status: Completed

<Confidential>

Our Ref: YP6093L240306 Your Ref: YL8589G

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



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From: Motor Survey
Sent: Monday, July 29, 2024 4:40 PM
To: 'Susan Low' <liusbro@gmail.com>
Subject: RE: Our Ref: YP6093L240306 Your Ref: YL8589G

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
Please note my direct line has changed.



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From: Susan Low <liusbro@ymail.com>

Sent: Monday, July 29, 2024 4:26 PM

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

Subject: Re: Our Ref: YP6093L240306 Your Ref: YL8589G


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

We did like to chose as follows

1) LKK Auto Consultants Pte Ltd

Kindly arrange

Thank with Regard!

Susan Low
Liu's Brother Auto
No. 1 Kaki Bukit Avenue 6
AutoBay @ Kaki Bukit
Singapore 417883
 : 6741 1730

On Jul 29, 2024, at 4:11 PM, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 29/07/2024.

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) **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.**

<image001.png>

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<image004.png>

<image005.png>

<image006.png>

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From: Susan Low <liusbro@gmail.com>**Sent:** Monday, July 29, 2024 3:22 PM**To:** Motor Survey <motorsurvey@sg.msig-asia.com>**Subject:** Our Ref: YP6093L240306 Your Ref: YL8589G**EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).**

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Vehicle to be surveyed:	YP6093L
3rd Party Insured Vehicle:	YL8589G
Date of Accident:	06/03/2024
Location of Accident:	Upper Thomson Road Outside Thomson Plaza
Name of Workshop:	Liu's Brother Auto Engineering Workshop
Address of Survey Location:	No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop as soon as possible.

Kindly arrange

Thank.

Best Regards,

Susan Low

M/s Liu's Brother Auto Engineering Workshop

No. 1 Kaki Bukit Avenue 6 #01-01

AutoBay @ Kaki Bukit

Singapore 417883

Tel: 67411730

Date of Survey:	
Name of Authorise Surveyor:	

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<YP6093LD240306.pdf>

<YP6093L Search.pdf>