

## Huey Yon (LKKAuto)

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**From:** Huey Yon (LKKAuto)  
**Sent:** Tuesday, 13 August 2024 10:41 AM  
**To:** 'Rajah Kumar'; Muhd Ashik B Madi  
**Cc:** SUR  
**Subject:** RE: TP / YP6093L / 350805 / SEEK MANDATE

Dear Sir/Mdm,

Thank you for the email.

We will submit our report accordingly.

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:** Rajah Kumar <[rajah\\_kumar@sg.msig-asia.com](mailto:rajah_kumar@sg.msig-asia.com)>  
**Sent:** Monday, August 12, 2024 3:24 PM  
**To:** Muhd Ashik B Madi <[ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@sg.msig-asia.com)>  
**Cc:** Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: TP / YP6093L / 350805 / SEEK MANDATE

<Confidential>

Dear Ashik ,  
Reasonable cost of repair and number of days .

Regards  
Rajah Kumar Joseph  
Senior Executive, Claims Services  
D: 6012 1310 | [rajah\\_kumar@sg.msig-asia.com](mailto:rajah_kumar@sg.msig-asia.com)  
**Please note my direct line has changed**

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**From:** Muhd Ashik B Madi <[ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@sg.msig-asia.com)>  
**Sent:** Monday, August 12, 2024 3:17 PM  
**To:** Rajah Kumar <[rajah\\_kumar@sg.msig-asia.com](mailto:rajah_kumar@sg.msig-asia.com)>  
**Cc:** Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: TP / YP6093L / 350805 / SEEK MANDATE

<Confidential>

Dear Rajah

Please check COR.

Thank you.

**Ashik Madi**

Executive, Claims Services (Motor)

D: +65 60121341 | [ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@sg.msig-asia.com)

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**Note – Elimination of Cheque**

**Starting from 1 Oct 2023, MSIG will not accept any cheque payment anymore to support MAS's initiative on elimination of cheques.**

**<https://www.msig.com.sg/corporate-news/elimination-cheque-collection-1-october-20>**

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**From:** Huey Yon (LKKAUTO) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>

**Sent:** Thursday, August 8, 2024 2:32 PM

**To:** Muhd Ashik B Madi <[ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@sg.msig-asia.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

**Subject:** TP / YP6093L / 350805 / SEEK MANDATE

<Confidential>

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

Dear Ashik,

Enclosed herewith YP 6093L 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:** Thursday, August 1, 2024 8:45 AM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Survey Request - Manual Assigned

Dear Crystal,

Please be informed that we have inspected the vehicle YP 6093L on 30/07/2024 .

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:** Hueh Yin (LKK Auto) <[huehyin@lkkauto.com](mailto:huehyin@lkkauto.com)>  
**Sent:** Tuesday, July 30, 2024 9:53 AM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.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 **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,  
**Hueh Yin** | Admin  
**LKK Auto Consultants Pte Ltd**  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Sent:** Monday, July 29, 2024 4:40 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>

**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](mailto:crystal_lee@sg.msig-asia.com)  
**Please note my direct line has changed.**



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**From:** Motor Survey  
**Sent:** Monday, July 29, 2024 4:40 PM  
**To:** 'Susan Low' <[liusbro@ymail.com](mailto:liusbro@ymail.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](mailto:crystal_lee@sg.msig-asia.com)

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**From:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>

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

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

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**From:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>  
**Sent:** Monday, July 29, 2024 3:22 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto: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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<YP6093L Search.pdf>