

## Rajes (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, July 30, 2024 4:04 PM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** GIA - GBM4254R Client.pdf

<Confidential>

**20240050319L/ZK || ACCIDENT INVOLVING GBM4254R (OUR CLIENT) & SNG213A ON 26/7/2024 AT ABOUT 10.30 A.M. AT THE CARPARK OF WINS BUILDING (#01-05)**

### 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:** Tuesday, July 30, 2024 4:03 PM  
**To:** Karen Diong <karen\_diong@hoh.com.sg>  
**Cc:** Zhane Kang <zhane@hoh.com.sg>  
**Subject:** RE: 20240050319L/ZK || ACCIDENT INVOLVING GBM4254R (OUR CLIENT) & SNG213A ON 26/7/2024 AT ABOUT 10.30 A.M. AT THE CARPARK OF WINS BUILDING (#01-05)

Dear Sir/Mdm,

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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@sq.msia-asia.com](mailto:crystal_lee@sq.msia-asia.com)

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**From:** Karen Diong <karen\_diong@hoh.com.sg>

**Sent:** Tuesday, July 30, 2024 3:29 PM

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

**Cc:** Zhane Kang <zhane@hoh.com.sg>

**Subject:** RE: 20240050319L/ZK || ACCIDENT INVOLVING GBM4254R (OUR CLIENT) & SNG213A ON 26/7/2024 AT ABOUT 10.30 A.M. AT THE CARPARK OF WINS BUILDING (#01-05)

<Confidential>

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

Dear Sirs,

Thank you for your email of even date below.

We regret to inform you our client is not agreeable with your list of surveyors. We wish to appoint **ST Appraisal Services** to conduct the inspection. Please let us know if you are agreeable.

Best Regards,

Karen Diong  
**Legal Executive**



Incorporated in Singapore with limited liability

(Registration No. 200302898Z)

DID: (65)64319825 | TEL: (65)6431 9822 | Fax: (65)6908 7623

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**Important Note to Clients:**

*There has been a recent spate of email scams in financial transactions. Please call us for confirmation if you have received any request purportedly from our lawyers or staff to transfer funds or payment by any electronic means (eg. via telegraphic transfer or internet bank transfer etc). Thank you.*

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

**Sent:** Tuesday, July 30, 2024 11:43 AM

**To:** Karen Diong <[karen\\_diong@hoh.com.sg](mailto:karen_diong@hoh.com.sg)>

**Cc:** Zhane Kang <[zhane@hoh.com.sg](mailto:zhane@hoh.com.sg)>

**Subject:** RE: 20240050319L/ZK || ACCIDENT INVOLVING GBM4254R (OUR CLIENT) & SNG213A ON 26/7/2024 AT ABOUT 10.30 A.M. AT THE CARPARK OF WINS BUILDING (#01-05)

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 30/07/2024.

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:

- (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)

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**From:** Karen Diong <[karen\\_diong@hoh.com.sg](mailto:karen_diong@hoh.com.sg)>

**Sent:** Tuesday, July 30, 2024 11:32 AM

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

**Cc:** Zhane Kang <[zhane@hoh.com.sg](mailto:zhane@hoh.com.sg)>

**Subject:** 20240050319L/ZK || ACCIDENT INVOLVING GBM4254R (OUR CLIENT) & SNG213A ON 26/7/2024 AT ABOUT 10.30 A.M. AT THE CARPARK OF WINS BUILDING (#01-05)

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

Your Ref: SNG213A

Our Ref: 20240050319L/ZK.kd

Dear Sirs,

**REQUEST FOR PRE-REPAIR INSPECTION FOR GBM4254R**

1. We refer to the above matter and we act for **M/S STRAITS LEASING & TRANSPORT SERVICES**.
2. We write to notify you of the abovesaid accident. A copy of our client's Accident Statement is attached for our attention.
3. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair his vehicle, please let us know **within 2 working days** of your receipt of this Notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.
4. Please be informed that the said vehicle can be inspected at:

Name: **SERVE YOU MOTOR PTE LTD**  
Address: Blk 5033 Ang Mo Kio Ind Park 2,  
#01-265,  
Singapore 569536.  
Contact Person : **Ms. Elaine Chia**  
Telephone : **H/P: 9239 3188 Tel: 6481 0555**

5. All of our client's rights are hereby reserved.

Best Regards,  
**Karen Diong**  
Legal Executive



Incorporated in Singapore with limited liability  
(Registration No. 200302898Z)  
DID: (65)64319825 | TEL: (65)6431 9822 | Fax: (65)6908 7623  
**10 Woodlands Square #01-42 Woods Square Solo 1 Singapore 737714**

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