

## Huey Yon (LKKAUTO)

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**From:** Melvin Ye <melvin\_ye@sg.msig-asia.com>  
**Sent:** Saturday, 24 August 2024 1:01 PM  
**To:** Huey Yon (LKKAUTO)  
**Cc:** SUR  
**Subject:** RE: TP / SNH1972E / 369669 / SEEK MANDATE

<Confidential>

Dear Huey Yon,

Please proceed as recommended.

**Have a great week ahead!**

**Melvin Ye**

Claims Services (Motor)

D: +65 6012 1345 | [Melvin\\_ye@sg.msig-asia.com](mailto:Melvin_ye@sg.msig-asia.com)

**\* 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-2023>



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**From:** Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>  
**Sent:** Friday, August 23, 2024 9:19 AM  
**To:** Melvin Ye <melvin\_ye@sg.msig-asia.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: TP / SNH1972E / 369669 / SEEK MANDATE

<Confidential>

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

Dear Melvin,

Any updates?

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)  
**Sent:** Tuesday, August 20, 2024 2:13 PM  
**To:** Melvin Ye <[melvin\\_ye@sg.msig-asia.com](mailto:melvin_ye@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** TP / SNH1972E / 369669 / SEEK MANDATE

Dear Melvin,

Re-send

Enclosed herewith SNH 1972E 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:** Tuesday, August 20, 2024 2:11 PM  
**To:** Melvin Ye <[melvin\\_ye@sg.msig-asia.com](mailto:melvin_ye@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** TP / YP6093L / 350805 / SEEK MANDATE

Dear Melvin,

Enclosed herewith SNH 1972E 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:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Sent:** Monday, August 12, 2024 3:10 PM  
**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,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | 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, August 12, 2024 2:40 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>

**REQUEST FOR PRS - SNH1972E YOUR INSURED: GBB1031U DOA: 05.08.24**

**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, August 12, 2024 2:39 PM  
**To:** 'Thiam Heng Huat' <[thh176@yahoo.com](mailto:thh176@yahoo.com)>  
**Subject:** RE: REQUEST FOR PRS - SNH1972E YOUR INSURED: GBB1031U DOA: 05.08.24

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)  
**Please note my direct line has changed.**



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**From:** Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>  
**Sent:** Monday, August 12, 2024 2:16 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** Re: REQUEST FOR PRS - SNH1972E YOUR INSURED: GBB1031U DOA: 05.08.24

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

Dear Crystal Lee,

Please arrange for LKK Auto Consultants Pte Ltd to conduct the survey.

Warmest regards,  
Steven  
Thiam Heng Huat Pte Ltd

82636295

On Monday, 12 August 2024 at 01:26:07 pm SGT, Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 12/08/2024.

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**

\*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:** Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>

**Sent:** Monday, August 12, 2024 11:51 AM

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

**Subject:** REQUEST FOR PRS - SNH1972E YOUR INSURED: GBB1031U DOA: 05.08.24

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

Dear Motor Claims Team,

We refer to the attachments.

Kindly assist to register our client's TP claim and let us have your list of nominated surveyors within the next 2 working days from date of this email.

Please respond soonest possible.

Warmest regards,  
Steven  
Thiam Heng Huat Pte Ltd  
82636295

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