

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 2 December 2019 11:25 AM
To: 'Crystal Lee'; SUR
Cc: 'Ong Zi Hui'
Subject: RE: Survey Request - Manual Assigned-SGD 7307R

Dear Crystal,

Please be informed that we have inspected the vehicle SGD 7307R on 29/11/2019.

We are pending estimate from repairer.

Kindly create claim in merimen

Best Regards,

Veron Chen | Case Handler **on behalf of Yvonne**

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Crystal Lee [mailto:crystal_lee@sg.msig-asia.com]
Sent: Friday, 29 November 2019 11:20 AM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Survey Request - Manual Assigned

PRS - MSIG INSURED: SLN6530G (MSIG) OUR REF: SGD7307R D.O.A: 28.11.2019

Manual Assigned

Dear LKK,

Refer to the email below, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment.

Thank you & Best regards,
Crystal Lee
Admin Officer, Claims Services (In-House Survey)
D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Helene Phua

Sent: Friday, 29 November, 2019 10:16 AM

To: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: FW: PRS - MSIG INSURED: SLN6530G (MSIG) OUR REF: SGD7307R D.O.A: 28.11.2019

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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From: Helene Phua

Sent: Friday, 29 November 2019 10:15 AM

To: 'Hua Meng' <huameng@live.com.sg>

Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>

Subject: RE: PRS - MSIG INSURED: SLN6530G (MSIG) OUR REF: SGD7307R D.O.A: 28.11.2019

Hi,

Thank you for your selection.

We will proceed to 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.

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services



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A Member of **MS&AD** INSURANCE GROUP

From: Hua Meng <huameng@live.com.sg>
Sent: Thursday, 28 November 2019 5:13 PM
To: Helene Phua <helene_phua@sg.msig-asia.com>
Subject: Re: PRS - MSIG INSURED: SLN6530G (MSIG) OUR REF: SGD7307R D.O.A: 28.11.2019
Importance: High

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

Dear Helene

We proposed to choose LKK Auto Consultants Pte Ltd to conduct pre-repair survey.

Thank You.

Regards,

Jing Yee

Hua Meng Spray Painting Workshop

1 Kaki Bukit Avenue 6 Blk C

#01-34/#01-61

Singapore 417883

Tel : 6746 5519 Fax : 6743 4896

From: Helene Phua <helene_phua@sg.msig-asia.com>
Sent: Thursday, November 28, 2019 4:55 PM
To: huameng@live.com.sg <huameng@live.com.sg>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: RE: PRS - MSIG INSURED: SLN6530G (MSIG) OUR REF: SGD7307R D.O.A: 28.11.2019

Hi,

We refer to your email dated 28/11/2019.

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) STA Inspection Pte Ltd
- 5) Appraisal VP Pte Ltd
- 6) AutoProbe Consultants
- 7) **MSIG In-House Surveyors (Appointment is full on 29/11/2019)**

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. Xing Guo Qiang	6) Chow Bo Xiong
2. Kenneth Kong	7) Siew Meng Hui
3. Marcus Chua	8) Daniel Chan
4. Ng You Han	9) Victor Png
5. Gary Soon	10) Samuel Phun

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

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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From: Hua Meng [<mailto:huameng@live.com.sg>]

Sent: Thursday, 28 November 2019 3:59 PM

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

Subject: PRS - MSIG INSURED: SLN 6530 G OUR REF: SGD 7307 R D.O.A: 28.11.2019

Importance: High

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

Dear Sir

Kindly refer to the attachment for your necessary action and revert your surveyor name list to us urgently.
Your promptly reply will be appreciated by us.

Thank You.

Regards,

Jing Yee

Hua Meng Spray Painting Workshop

1 Kaki Bukit Avenue 6 Blk C

#01-34/#01-61

Singapore 417883

Tel : 6746 5519 Fax : 6743 4896

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www.avg.com

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 29 November 2019 11:20 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: img-Y28155604.pdf

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