

Re: Survey Request - Manual Assigned

Admin-D (LKKAuto) <admin-d@lkkauto.com>

Thu 16/4/2020 3:48 PM

To: Crystal Lee <crystal_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Dear Sir/Madam,

Thank you for the assignment.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>

Sent: Thursday, 16 April 2020 3:13 PM

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

Pre-Repair Inspection SJE3774K DOA: 13/04/20 SMQ8067L (GRAB)

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.

☎ In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice. We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs. Please bear with us should there be some service delay during this period.

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 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



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From: Helene Phua <helene_phua@sg.msig-asia.com>
Sent: Thursday, 16 April 2020 2:44 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: Pre-Repair Inspection SJE3774K DOA: 13/04/20 SMQ8067L (GRAB)

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: Thursday, 16 April 2020 2:44 PM
To: Jennifer Pang <quanv3@yahoo.com.sg>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: RE: Pre-Repair Inspection SJE3774K DOA: 13/04/20 SMQ8067L (GRAB)

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

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



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From: Jennifer Pang <quanv3@yahoo.com.sg>
Sent: Thursday, 16 April 2020 11:29 AM
To: Helene Phua <helene_phua@sg.msig-asia.com>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: Re: Pre-Repair Inspection SJE3774K DOA: 13/04/20 SMQ8067L (GRAB)

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

Dear Helena Phua,

Thank you for your email.

Kindly arrange LKK Auto Consultants Pte Ltd to survey vehicle SJE3774K soonest possible.

Thank you

Regards,
Quan De Motor Trading

Jennifer

[Sent from Yahoo Mail for iPhone](#)

On Thursday, April 16, 2020, 11:25 AM, Helene Phua <helene_phua@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 16/04/2020.

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) AutoProbe Consultants
- 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. Xing Guo Qiang	6) Chow Bo Xiong
2. Kenneth Kong	7) Siew Meng Hui
3. Marcus Chua	8) Victor Png
4. Ng You Han	9) Samuel Phun
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

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: Jennifer Pang <quanv3@yahoo.com.sg>
Sent: Thursday, 16 April 2020 10:51 AM
To: Claims SG <claims@sg.msig-asia.com>
Subject: Pre-Repair Inspection

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

Hi All,

Accident on 13/04/2020 involving SJE3774K & SMQ8067L at junction of Kim Keat Road & Balestier Road

Kindly arrange pre-repair inspection for SJE3774K soonest possible. Thank you

Quan De Motor Trading
1 Kaki Bukit Avenue 6
#01-67 Autobay (417883)
Contact: Ms.Jennifer (Hp: 96709191)

Regards,
Quan De Motor Trading
Jennifer

[Sent from Yahoo Mail for iPhone](#)

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