

## Re: Survey Request - Manual Assigned

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

Fri 17/4/2020 12:01 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 assignemnt.

**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)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>

**Sent:** Friday, 17 April 2020 11:45 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

### **Please arrange PRI for bike FBM303J DOA: 07/04/20 SMQ502A (MSIG)**

#### **- 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](mailto: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](https://msig.com.sg)



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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Friday, 17 April 2020 11:00 AM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Cc:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Subject:** FW: Please arrange PRI for bike FBM303J DOA: 07/04/20 SMQ502A (MSIG) Outsource to LKK

Dear Crystal,

Please outsource this case to LKK as confirmed with Linda from workshop. Tks.

*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.*

Best Regards

**Winnie Chua**  
Senior Admin Officer, Claims Services (In-House Survey)  
Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



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**From:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>  
**Sent:** Friday, 17 April 2020 10:35 AM  
**To:** Sg Motor <[sgmotor2000@yahoo.com.sg](mailto:sgmotor2000@yahoo.com.sg)>  
**Cc:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Subject:** RE: Please arrange PRI for bike FBM 303J DOA: 07/04/20 SMQ502A (MSIG)

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](mailto:helene_phua@sg.msig-asia.com)



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**From:** Sg Motor <[sgmotor2000@yahoo.com.sg](mailto:sgmotor2000@yahoo.com.sg)>

**Sent:** Thursday, 16 April 2020 5:35 PM

**To:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>

**Cc:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Subject:** Re: Please arrange PRI for bike FBM 303J DOA: 07/04/20 SMQ502A (MSIG)

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

Dear Helene

Please arrange LKK Auto Consultants Pte Ltd for the pre-repair survey.

Thank You

Regards  
Linda

**SG 98 Motor Pte Ltd**

Blk 4001 #01-21

Ang Mo Kio Industrial Park 1

Singapore 569622  
Tel: 64524898 Fax: 64524868

On Thursday, 16 April 2020, 05:14:54 pm GMT+8, Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto: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](mailto: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](mailto:helene_phua@sg.msig-asia.com)**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +656220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)A Member of **MS&AD** INSURANCE GROUP

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*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.*

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**From:** Sg Motor <[sgmotor2000@yahoo.com.sg](mailto:sgmotor2000@yahoo.com.sg)>**Sent:** Thursday, 16 April 2020 4:55 PM**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>**Cc:** [sg\\_motor\\_enterprise@yahoo.com.sg](mailto:sg_motor_enterprise@yahoo.com.sg)**Subject:** Please arrange PRI for bike FBM 303J

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

Attn: Motor Claims

Dear Sir/Madam

Please arrange PRI for bike FBM 303J as per attached.

Thank You

Regards  
Linda**SG 98 Motor Pte Ltd**

Blk 4001 #01-21

Ang Mo Kio Industrial Park 1

Singapore 569622

Tel: 64524898 Fax: 64524868

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4/17/2020

Mail - Admin-D (LKKAuto) - Outlook

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