

## Summer Lee (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, 12 August, 2020 9:22 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### **OUR REF: SMH8695X YOUR REF: SLJ8358X (GRAB) PRE REPAIR INSPECTION FOR SMH8695X**

#### **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.

*📌 Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](https://msig.com.sg).*

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:** Crystal Lee  
**Sent:** Wednesday, 12 August 2020 9:20 AM  
**To:** admin@mycar.sg  
**Cc:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>; Lee Wee Ho <weeho\_lee@sg.msig-asia.com>  
**Subject:** RE: OUR REF: SMH8695X YOUR REF: SLJ8358X (GRAB) PRE REPAIR INSPECTION FOR SMH8695X

Dear Huiqin,

Follow-up with our tele-conversation, due to In-house surveyors appt full we'll outsource the above-mentioned case to external adjuster.

Vehicle will be survey by LKK Auto Consultants as per your selection.

Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](http://msig.com.sg).

Best regards,

**Crystal Lee**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Sent:** Wednesday, 12 August 2020 8:47 AM

**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

**Subject:** FW: OUR REF: SMH8695X YOUR REF: SLJ8358X (GRAB) PRE REPAIR INSPECTION FOR SMH8695X

Manual assign, folder not ready.

Car in already.

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ong Zi Hui

**Sent:** Wednesday, 12 August 2020 8:25 AM

**To:** [admin@mycar.sg](mailto:admin@mycar.sg)

**Subject:** RE: OUR REF: SMH8695X YOUR REF: SLJ8358X (GRAB) PRE REPAIR INSPECTION FOR SMH8695X

Hi Huiqin,

Thank you for your selection.

We will proceed to assign **MSIG In-House Surveyors** 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.

Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](http://msig.com.sg).

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)



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**From:** My Car Consultant <[admin@mycar.sg](mailto:admin@mycar.sg)>

**Sent:** Tuesday, 11 August 2020 4:05 PM

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

**Subject:** OUR REF: SMH8695X YOUR REF: SLJ8358X PRE REPAIR INSPECTION FOR SMH8695X

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

## **WITHOUT PREJUDICE**

**\*Please appoint MSIG in house surveyor for survey, vehicle is in workshop\***

OUR REF: SMH8695X

YOUR REF: SLJ8358X

Dear Sir/Madam,

PRE-REPAIR INSPECTION FOR SMH8695X  
ACCIDENT INVOLVING SMH8695X AND SLJ8358X

We refer to the above matter and enclosed herewith our client's GIA report and Notification of Pre-repair inspection for your attention.

**Best Regards,**

**Huiqin**

Claims | 1 Accurate Pte Ltd

- +65 88668832**
- [Admin@mycar.sg](mailto:Admin@mycar.sg)
- [Mycar.sg](http://Mycar.sg)
- 53 Ubi Ave 1, Paya Ubi Industrial Park, 01-33, S408934

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