

## Summer Lee (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 15 September, 2020 10:19 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### **SFF3737K AGAINST FBP1855K (MSIG) DOA: 19/01/20 (no estimate & bike in)**

#### **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](http://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)



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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Tuesday, 15 September 2020 10:12 AM  
**To:** limgeokhea@yahoo.com.sg  
**Cc:** tunaiduco@singnet.com.sg; Ong Zi Hui <zihui\_ong@sg.msig-asia.com>; Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Subject:** RE: SFF3737K AGAINST FBP1855K (MSIG) DOA: 19/01/20 (to outsource to LKK, no estimate & bike in)

Hi Ms Lim

As spoken, 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.

✉ 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

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

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**From:** Winnie Chua

**Sent:** Monday, 14 September 2020 3:02 PM

**To:** 'limgeokhea@yahoo.com.sg' <[limgeokhea@yahoo.com.sg](mailto:limgeokhea@yahoo.com.sg)>

**Cc:** 'tunaiduco@singnet.com.sg' <[tunaiduco@singnet.com.sg](mailto:tunaiduco@singnet.com.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** FW: SFF3737K AGAINST FBP1855K (MSIG) DOA: 19/01/20 (to outsource, no estimate)

Hi Mrs Lee

As spoken, we refer to your email/faxed dated 14/09/20.

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) William Ng
3) Marcus Chua	8) Daniel Chan
4) Ng You Han	9) Victor Png
5) Gary Soon	10) Tay Beng Hee

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)**

*☞ 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

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

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**From:** Geok hea Lim <[limgeokhea@yahoo.com.sg](mailto:limgeokhea@yahoo.com.sg)>

**Sent:** Monday, 14 September 2020 2:35 PM

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

**Cc:** [tunaiduco@singnet.com.sg](mailto:tunaiduco@singnet.com.sg)

**Subject:** SFF3737K AGAINST FBP1855K

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

Attached our client accident report against your insured SFF3737K.

Kindly arrange a survey to come to take pictures of the motorcycle FBP1855K by tomorrow.

The garage address is at  
DE XING MOTOR PTE LTD  
BLK 3006 UBI ROAD 1  
#01-356 SINGAPORE 408700  
TEL: 67468582  
PERSON IN CHARGE: MR PATRICK LEE

Due to Covid 19, surveying the motorcycle is strictly by between 9am to 12pm.

Thank you for your kind understanding.

Mrs Lee

CLAIMS DEPARTMENT

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