

## Nivitha (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 18 February 2021 9:09 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### **SGC8211G Against SJH3920P (MSIG) DOA :09/02/2021**

#### **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)



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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Thursday, 18 February 2021 9:00 AM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Subject:** FW: SGC8211G Against SJH3920P (MSIG) DOA :09/02/2021

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ong Zi Hui  
**Sent:** Thursday, 18 February 2021 8:47 AM  
**To:** STK STK <[stkautosg@gmail.com](mailto:stkautosg@gmail.com)>  
**Subject:** RE: SGC8211G Against SJH3920P (MSIG) DOA :09/02/2021

Hi Guohua,


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.

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)  
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**MSIG**

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**From:** STK STK <[stkautosg@gmail.com](mailto:stkautosg@gmail.com)>  
**Sent:** Wednesday, 17 February 2021 5:29 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** Re: SGC8211G Against SJH3920P (MSIG) DOA :09/02/2021

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

Dear Mr Ong

Please conduct surveyor at pre-repair is LKK .

Thank you

Yours sincerely

**Tan Guohua**

**STK AUTO (S) PTE LTD** | [www.stkauto.com.sg](http://www.stkauto.com.sg)

Mobile: (65) 9123 7949 | Tel: (65) 63860669

8 Kaki Bukit Ave 4 #03-21 Singapore 415875 @PREMIER



Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> 于2021年2月17日周三 下午4:32写道:

Hi Guohua,

We refer to your email dated 17/02/2021.

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) Victor Png
4. Ng You Han	9) Tay Beng Hee
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](mailto:motorsurvey@sg.msig-asia.com)**

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)

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**From:** STK STK <[stkautosg@gmail.com](mailto:stkautosg@gmail.com)>

**Sent:** Wednesday, 17 February 2021 4:08 PM

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

**Subject:** Re: SGC8211G Against SJH3920P DOA :09/02/2021

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

Dear Motor Claim Department

Please arrange survey before repair.

Thank you

Yours sincerely

**Tan Guohua**

**STK** AUTO (S) PTE LTD | [www.stkauto.com.sg](http://www.stkauto.com.sg)

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