

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 14 March, 2022 12:01 PM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

PRE-REPAIR INSPECTION - Your Ref: SLV 1681U; Our Ref: 22-A18-13055-VL.jp.yt;

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.

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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Join our mission in protecting our planet, please consider the environment before you print.

From: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Sent: Monday, 14 March 2022 11:44 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: PRE-REPAIR INSPECTION - Your Ref: SLV 1681U; Our Ref: 22-A18-13055-VL.jp.yt;

Dear Crystal,

Please outsource this case.

Have a nice day.

 Our Customer Centre walk-in counters are closed from 20 September 2021 until further notice. Please check our website or official Facebook page for the latest updates.

Best Regards

Lee Wee Ho
Assistant Manager, Claims Services (In-House Survey)
D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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From: Motor Survey
Sent: Monday, 14 March 2022 11:41 AM
To: Yenny Teo <yenny@legaloptions.biz>
Cc: rcauto5555@gmail.com; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: PRE-REPAIR INSPECTION - Your Ref: SLV 1681U; Our Ref: 22-A18-13055-VL.jp.yt;

Hi Yenny,

Thank you for your selection.

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.

Have a nice day.

Our Customer Centre walk-in counters are closed from 20 September 2021 until further notice. Please check our website or official Facebook page for the latest updates.

Best Regards

Lee Wee Ho
Assistant Manager, Claims Services (In-House Survey)
D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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From: Yenny Teo <yenny@legaloptions.biz>
Sent: Monday, 14 March 2022 10:58 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: rcauto5555@gmail.com; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: Re: PRE-REPAIR INSPECTION - Your Ref: SLV 1681U; Our Ref: 22-A18-13055-VL.jp.yt;

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

In view of the current pandemic Covid-19 situation, we are encouraged to impose tighter workplace measures. Therefore, we are required to adopt a telecommuting policy for our practice. As such, all correspondences, discharge vouchers and documents shall be forwarded and/or submitted by way of softcopy only.

Dear Sirs,

Our client proposes LKK Auto Consultants.

The said surveyor
may contact Mr Tan at 9761 9383,
M/s RC Auto at 160 Sin Ming Drive #06-20, Sin Ming Autocity, Singapore 575722.

*

If we do not hear from you within 2 days of this email, our clients shall deem that you have agreed that the surveyor appointed by our clients shall be our single joint expert for this matter.

Thanks and regards,

Yenny

Junior Legal Secretary

LEGAL OPTIONS LLC

(GST Registration/UEN No. 201203825R)

Tel (65) 6513-2800 DID (65) 6513-2805 Fax (65) 6438-8275

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On Mon, Mar 14, 2022 at 10:46 AM Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Hi Yenny,

We refer to your email/faxed dated 11/03/2022.

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 (Appointment is full on _____)**

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) Samuel Phun
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:

- c. ***Fast lane settlement is not applicable for cases that liability is in dispute***
- d. 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

 Our Customer Centre walk-in counters are closed from 20 September 2021 until further notice. Please check our website or official Facebook page for the latest updates.

Best Regards

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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A Member of **MS&AD INSURANCE GROUP**

From: Yenny Teo <yenny@legaloptions.biz>

Sent: Friday, 11 March 2022 5:56 PM

To: Claims SG <claims@sg.msig-asia.com>

Cc: rcauto5555@gmail.com

Subject: PRE-REPAIR INSPECTION - Your Ref: SLV 1681U; Our Ref: [22-A18-13055-VL.jp.yt](#);

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

In view of the current pandemic Covid-19 situation, we are encouraged to impose tighter workplace measures. Therefore, we are required to adopt a telecommuting policy for our practice. As such, all correspondences, discharge vouchers and documents shall be forwarded and/or submitted by way of softcopy only.

Dear Sirs,

**CLAIMANT: RAJA RUSHDY RAIHAN BIN RAJA ABDUL RAHMAN
ACCIDENT INVOLVING SLW 1044D AND SLV 1681U ALONG BRADDELL ROAD TOWARDS SERANGOON
ROAD ON 11/03/2021**

We are instructed by **MR RAJA RUSHDY RAIHAN BIN RAJA ABDUL RAHMAN** to notify you of a road traffic accident on **11TH MARCH 2022** at about **14:11 HOURS ALONG BRADDELL ROAD TOWARDS SERANGOON ROAD ON 11/03/2021** involving our client's vehicle and vehicle registration number **SLV 1681U** driven by your insured at the material time.

A copy of our client's accident report is attached herewith for your attention.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within two (2) working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Thanks and regards,

Yenny

Junior Legal Secretary

LEGAL OPTIONS LLC

(GST Registration/UEN No. 201203825R)

Tel (65) 6513-2800 DID (65) 6513-2805 Fax (65) 6438-8275

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