

## Celine Fong (LKKAUTO)

---

**From:** Celine Fong (LKKAUTO)  
**Sent:** Tuesday, 22 March 2022 4:33 PM  
**To:** Crystal Lee; assignments; Admin-D (LKKAUTO)  
**Cc:** Ong Zi Hui  
**Subject:** RE: Survey Request - Manual Assigned

Dear Crystal,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.  
Please contact the undersign for survey arrangement.**

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Sent:** Tuesday, 22 March 2022 2:15 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** Survey Request - Manual Assigned

### **PRE REPAIR SURVEY FOR YP2396P against SLP3829E (GRAB)**

#### **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](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)



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

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

---

**From:** Lee Wee Ho <[weeho\\_lee@sg.msig-asia.com](mailto:weeho_lee@sg.msig-asia.com)>  
**Sent:** Tuesday, 22 March 2022 1:58 PM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Cc:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** RE: USE IHS OR OUTSOURCE - PLEASE ADVISE

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](mailto:weeho_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)



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

---

**From:** Ong Zi Hui  
**Sent:** Tuesday, 22 March 2022 12:42 PM  
**To:** TSR AUTOMOTIVE <[tsrteamworks2022@gmail.com](mailto:tsrteamworks2022@gmail.com)>  
**Subject:** RE: PRE REPAIR SURVEY FOR YP2396P against SLP3829E (GRAB)

Hi Ryan,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Kenneth Kong** 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.

**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)



**MSIG**

**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](http://msig.com.sg)



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

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

---

**From:** TSR AUTOMOTIVE <[tsrteamworks2022@gmail.com](mailto:tsrteamworks2022@gmail.com)>

**Sent:** Tuesday, 22 March 2022 12:26 PM

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

**Subject:** Re: PRE REPAIR SURVEY FOR YP2396P against SLP3829E (GRAB)

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

Dear Zi Hui,

We wish to appoint Kenneth Kong.

Thank you

Regards  
Ryan Soh  
93825367

On Tue, 22 Mar 2022 at 11:27, Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

Hi Ryan,

We refer to your email dated 22/03/2022.

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**

\*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) TT Garajan
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.

**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)



**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 | [msiq.com.sg](http://msiq.com.sg)



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



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

**From:** TSR AUTOMOTIVE <[tsrteamworks2022@gmail.com](mailto:tsrteamworks2022@gmail.com)>

**Sent:** Tuesday, 22 March 2022 10:22 AM

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

**Subject:** PRE REPAIR SURVEY FOR YP2396P

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

Dear Officer,

Please help us to arrange for a pre-repair survey.

Our vehicle - YP2396P

Accident date - 19/03/2022

Your insure- SLP3829E

Location - TSR AUTOMOTIVE PTE LTD  
160 SIN MING DRIVE  
SIN MING AUTOCITY #06-01  
SINGAPORE 575722

Please also let us have the list of surveyors to appoint.

Thank you

Regards  
Ryan Soh  
93825367

---

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.