

## Meng Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 19 April, 2022 2:31 PM  
**To:** assignments; Admin-D (LKKAuto)  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**MSIG INS Ref: SLM 7604B (Grab) OUR REF: PY.mt.Ins.PC.117232.22 – PRI**

### 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:

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**From:** Lee Wee Ho <weeho\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 19 April 2022 2:26 PM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Cc:** Ong Zi Hui <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)



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**From:** Ong Zi Hui  
**Sent:** Tuesday, 19 April 2022 2:15 PM  
**To:** Margaret Tan <[margarettan@visionlawllc.com](mailto:margarettan@visionlawllc.com)>  
**Cc:** 'Anthony Cheong' <[cheonganthony@yahoo.com.sg](mailto:cheonganthony@yahoo.com.sg)>  
**Subject:** RE: MSIG INS Ref: SLM 7604B (Grab) OUR REF: PY.mt.Ins.PC.117232.22 - PRI

Hi,

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)



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**From:** Margaret Tan <[margarettan@visionlawllc.com](mailto:margarettan@visionlawllc.com)>  
**Sent:** Tuesday, 19 April 2022 1:59 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Cc:** 'Anthony Cheong' <[cheonganthony@yahoo.com.sg](mailto:cheonganthony@yahoo.com.sg)>  
**Subject:** RE: MSIG INS Ref: SLM 7604B (Grab) OUR REF: PY.mt.Ins.PC.117232.22 - PRI  
**Importance:** High

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

Dear Sir,

**CLAIMANT : NG TECK KOON**  
**VEHICLE NO. : SMW 2941X (1<sup>ST</sup> VEH)**  
**YOUR INSURED VEHICLE NO. SLM 7604B (2<sup>ND</sup> VEH)**  
**ACCIDENT INVOLVING SMW 2941X (1), SLM 7604B (2) AND SMZ 1163R (3) ON 17<sup>TH</sup> APRIL 2022 ALONG YISHUN AVE 1 AT ABOUT 19:15 HOURS**

We refer to your email dated 19<sup>th</sup> April 2022 informing that you wish to conduct a pre-repair survey and to your List of Surveyors.

Our client now confirms the appointment of **LKK Auto Consultants Pte Ltd, Mr Kenneth Kong** as the **Single Joint Expert** for this matter.

Please be informed that the said vehicle can be inspected at:

**VENUE : TRUST AUTOWORKS**  
**Blk 5034 Ang Mo Kio Industrial Park 2**  
**#01-319**  
**Singapore 569537**

**CONTACT : Mr Anthony Cheong at 9108 2728**

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Thank you.

*Thanks & Best Regards,*  
***Margaret Tan***  
*(Secretary)*  
*Vision Law LLC*  
*Tel: 6534 2811 Fax: 6535 6802*

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**From:** Ong Zi Hui [[mailto:zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)]  
**Sent:** Tuesday, 19 April, 2022 1:33 PM  
**To:** [margarettan@visionlawllc.com](mailto:margarettan@visionlawllc.com)  
**Cc:** Anthony Cheong  
**Subject:** RE: MSIG INS Ref: SLM 7604B (Grab) OUR REF: PY.mt.Ins.PC.117232.22 - PRI

Hi Margaret,

We refer to your email dated 19/04/2022.

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
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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)



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**From:** Margaret Tan <[margarettan@visionlawllc.com](mailto:margarettan@visionlawllc.com)>

**Sent:** Tuesday, 19 April 2022 10:35 AM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Cc:** 'Anthony Cheong' <[cheonganthony@yahoo.com.sg](mailto:cheonganthony@yahoo.com.sg)>

**Subject:** MSIG INS Ref: SLM 7604B (2VEH) OUR REF: PY.mt.Ins.PC.117232.22 - PRI

**Importance:** High

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

Dear Sir,

**DATE OF ACCIDENT: 17<sup>TH</sup> APRIL 2022**

**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 3 WORKING DAYS  
PURSUANT TO PARAGRAPH 2.2 OF PRE-ACTION FOR NIMA CASES**

We are instructed by **TRUST AUTOWORKS** to notify you of a road traffic accident on **17<sup>th</sup> April 2022** at about **19:15 HOURS ALONG YISHUN AVE 1** involving our client's vehicle **SMW 2941X (1), SLM 7604B (2) and SMZ 1163R (3)** driven by you / your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damage vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer 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 & Best Regards,

*Margaret Tan*

(Secretary)  
Vision Law LLC  
Tel: 6534 2811 Fax: 6535 6802

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VISION LAW LLC  
Advocates & Solicitors  
(Incorporated with limited liability)  
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