

Denise Tay (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Monday, 30 May 2022 9:11 AM
To: SUR
Subject: FW: PRE-REPAIR SURVEY FOR SMR4302D DOA: 22/04/22 FBQ4756M (MSIG Ref: 273322)

[CS/MSG22003816/Kty3](#)

Hi

Fyna please.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>
Sent: Monday, 30 May, 2022 8:53 AM
To: Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com>
Cc: Admin A <admin-a@lkkauto.com>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Subject: Re: PRE-REPAIR SURVEY FOR SMR4302D DOA: 22/04/22 FBQ4756M (MSIG Ref: 273322)

Dear Sirs,

Kindly be informed we cancel this T.P claim as the owner is claiming OD.

Thank you

Regards

Ryan

93825367

On Wed, 11 May 2022 at 14:11, Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com> wrote:

WITHOUT PREJUDICE

Dear Ryan,

Based on our records, our insured has still not reported the accident to-date.

 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

Nor Azian Binte Noordin

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | NorAzian_Noordin@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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From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Sent: Monday, 9 May 2022 3:22 PM

To: Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com>

Subject: Re: PRE-REPAIR SURVEY FOR SMR4302D DOA: 22/04/22 FBQ4756M (MSIG Ref: 273322)

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

Dear Madam,

Please update us on the status.

Has your insure made the report?

Kindly revert soonest.

Thank you

Regards

Ryan Soh

93825367

On Mon, 25 Apr 2022 at 17:37, Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com> wrote:

WITHOUT PREJUDICE

Dear Ryan,

Liability is unclear as our insured has not reported the accident to-date.

🔔 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

Nor Azian Binte Noordin

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | NorAzian_Noordin@sg.msig-asia.com



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From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Sent: Monday, 25 April 2022 4:41 PM

To: Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com>

Cc: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Subject: RE: PRE-REPAIR SURVEY FOR SMR4302D DOA: 22/04/22 FBQ4756M (MSIG)

Hi Azian,

Please assist on liability.

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



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From: Ong Zi Hui

Sent: Monday, 25 April 2022 4:32 PM

To: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Subject: RE: PRE-REPAIR SURVEY FOR SMR4302D DOA: 22/04/22 FBQ4756M (MSIG)

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.

I will get the officer in charge to revert back on liability once our motor team register the claim.

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



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From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Sent: Monday, 25 April 2022 3:28 PM

To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: Re: PRE-REPAIR SURVEY FOR SMR4302D DOA: 22/04/22 FBQ4756M (MSIG)

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

Dear Zi Hui,

We wish to appoint Kenneth Kong.

Kindly also let us know if liability is clear.

Thank you

Regards

Ryan Soh

93825367

On Mon, 25 Apr 2022 at 15:07, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Ryan,

We refer to your email dated 25/04/2022.

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
1. Kenneth Kong		7) TT Garajan
1. Marcus Chua	8) Victor Png	
1. Ng You Han	9) Tay Beng Hee	
1. 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

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



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From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Sent: Monday, 25 April 2022 12:41 PM

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

Subject: PRE-REPAIR SURVEY FOR SMR4302D

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 - SMR4302D

Accident date - 22/04/2022

Your insure - FBQ4756M

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

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