

## Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 17 May 2022 3:15 PM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**OUR REF: KK2205-25    YOUR REF: SLG4299APRERREPAIR INSPECTION FOR FBT571P**

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

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**From:** Ong Zi Hui  
**Sent:** Tuesday, 17 May 2022 2:49 PM  
**To:** Darren Ng <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>  
**Subject:** RE: Subject : OUR REF: KK2205-25 YOUR REF: SLG4299APRERREPAIR INSPECTION FOR FBT571P

Hi Darren,

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.

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Darren Ng <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>

**Sent:** Tuesday, 17 May 2022 2:40 PM

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

**Subject:** RE: Subject : OUR REF: KK2205-25 YOUR REF: SLG4299APREREPAIR INSPECTION FOR FBT571P

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

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WITHOUT PREJUDICE

Dear Zi Hui,

Kindly appoint LKK for survey.

Regards

Darren

68442475

BLK 53 PAYA UBI INDUSTRIAL PARK

UBI AVE 1 #01-24

S(408934)

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**From:** [Ong Zi Hui](#)

**Sent:** Tuesday, 17 May 2022 1:26 pm

**To:** [Darren Ng](#)

**Subject:** RE: Subject : OUR REF: KK2205-25 YOUR REF: SLG4299APREREPAIR INSPECTION FOR FBT571P

Hi,

We refer to your email dated 17/05/2022.

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

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)

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**MSIG**

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**From:** Darren Ng <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>

**Sent:** Tuesday, 17 May 2022 10:14 AM

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

**Subject:** RE: Subject : OUR REF: KK2205-25 YOUR REF: SLG4299A PREREPAIR INSPECTION FOR FBT571P

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

WITHOUT PREJUDICE

Dear Sir / Madam

Kindly take note that the correct reference number should be 2205-25 only.

Thank you

Regards

Darren

68442475

BLK 53 PAYA UBI INDUSTRIAL PARK

UBI AVE 1 #01-24

S(408934)

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**From:** [TEAMWORK](#)

**Sent:** Tuesday, 17 May 2022 9:54 am

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

**Cc:** [TEAMWORK](#)

**Subject:** Subject : OUR REF: KK2205-25 YOUR REF: SLG4299A PREREPAIR INSPECTION FOR FBT571P

WITHOUT PREJUDICE

OUR REF : KK2205-25

YOUR REF : SLG4299A

Dear Sir / Madam,

PRE-REPAIR INSPECTION FOR FBT571P

We are instructed by our client to notify you of a road traffic accident on 13/05/22 at about 1510 involving our client's/customer's vehicle registration number [FBT571P] and vehicle registration number [SLG4299A] driven by you at the material time. A copy of the Singapore accident statement /traffic police report filed is enclosed.

As a result of the accident, our client's /customer's vehicle has been damaged. Before our client/we proceed to repair the damaged 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 and please let us have your list of surveyors. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Thank you and have a nice day.

Regards,

**Hong Jun**

Teamwork Garage Pte Ltd

Blk 53 Ubi Avenue 1

#01-24/34

Paya Ubi Industrial Park

Singapore 408934

Tel: 6844 2475

Fax:6844 2474

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