

## Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 4 August 2022 10:29 AM  
**To:** assignments; Admin-D (LKKAuto)  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### TP CLAIM YOUR REF SLG6508J

#### 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:** Thursday, 4 August 2022 10:18 AM  
**To:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>  
**Subject:** RE: TP CLAIM YOUR REF SLG6508J

Hi,

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)

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

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**From:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>

**Sent:** Thursday, 4 August 2022 9:46 AM

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

**Subject:** Re: TP CLAIM YOUR REF SLG6508J

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

LKK AUTO can please advice on the date and time for our client vehicle survey.

On Thu, 4 Aug 2022, 9:38 am Ong Zi Hui, <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

Hi Alfred,

We refer to your email dated 03/08/2022.

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:

- \*Fast lane settlement is not applicable for cases that liability is in dispute\***
- 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**

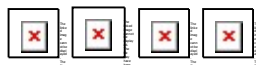
Admin Officer, Claims Services (In-House Survey)

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

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**From:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>  
**Sent:** Wednesday, 3 August 2022 8:28 PM  
**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>; Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** TP CLAIM YOUR REF SLG6508J

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

MSIG INSURANCE SINGAPORE PTE LTD  
16 Raffles Quay # 24-01 Hong Leong Building  
SINGAPORE 048581  
TEL: 62209644 Fax 62256371  
MOTOR CLAIM DEPARTMENT

**[WITHOUT PREJUDICE SAVE AS TO COSTS] (URGENT)**

Dear Sir/Mdm,

Re: Accident involving VEHICLE NO:SKB7587L & SLG6508J ON 02/08/2022 ,14:40 SGT @ CHANGI AIRPORT T3 ARRIVAL DRIVE

We act for Mr Ng Cheng Tiong His vehicle was damaged in the above accident as a result. Our client wishes to proceed with the damage repair, please let us know by written notice within 2 working days of the receipt of this email, if you would like to conduct a PRE-REPAIR SURVEY.

Our client's vehicle is at the following location.

ALFRED AUTO SERVICES & SUPPLIES  
BLK 5035 #01-351 ANG MO KIO INDUSTRIAL PARK 2 SINGAPORE 569538

In compliance with the NIMA PROTOCOL, please let us have your 10 Surveyors.

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Thank you.

Best Regards

Alfred QUAH (Mr)

Alfred Auto Services & Supplies

ACRA: 391089/00E

HP/Whatsapp: 9145-4773 Tel: 6483-4586 FAX: 6483-4882

Email: [alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)

Address: BLK 5035 #01-351 ANG MO KIO INDUSTRIAL PARK 2

SINGAPORE 569538

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