

## Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 23 August 2022 5:03 PM  
**To:** assignments; Admin-D (LKKAuto)  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** GIA REPORT - SMU1878M.pdf

### NOA - SMU1878M DOA: 21/08/2022 CLAIM TP SLP9079M MSIG

#### Manual Assigned

Dear LKK,

Refer to the email, 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, 23 August 2022 4:57 PM  
**To:** AIM Admin Support <[automim.ops@gmail.com](mailto:automim.ops@gmail.com)>  
**Subject:** RE: NOA - SMU1878M DOA: 21/08/2022 CLAIM TP SLP9079M MSIG

Hi,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Marcus Chua** 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:** AIM Admin Support <[automim.ops@gmail.com](mailto:automim.ops@gmail.com)>

**Sent:** Tuesday, 23 August 2022 4:53 PM

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

**Subject:** Re: NOA - SMU1878M DOA: 21/08/2022 CLAIM TP SLP9079M MSIG

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

We would like to select LKK - marcus

Thanks



Automobile Integrated Management Pte Ltd

Mailing Address: 61 Ubi Ave 2 #07-04 Automobile Megamart Singapore 408898

Workshop Address: 23 Kaki Bukit Ave 4, Kaki Bukit Vicom #04-01 (South Wing) Singapore 415933

Tel: 91198371 [www.aimgarage.com.sg](http://www.aimgarage.com.sg)

On Tue, Aug 23, 2022 at 4:40 PM Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

Hi,

We refer to your email dated 23/08/2022.

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:

- 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:** AIM Admin Support <[automim.ops@gmail.com](mailto:automim.ops@gmail.com)>

**Sent:** Tuesday, 23 August 2022 3:39 PM

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

**Subject:** NOA - SMU1878M DOA: 21/08/2022 CLAIM TP SLP9079M MSIG

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

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Hi Office in charge

**ACCIDENT INVOLVING SMU1878M & SLP9079M ALONG CUSTOM TOWARDS SINGAPORE ON 21/08/2022**  
**CLAIMANT : TAN CHENG GUAN (OWNER OF SMU1878M)**

We are appointed by Mr Tan Cheng Guan to notify you of a road accident dated 21 Aug 22 along custom towards singapore involving our client's vehicle SMU1878M and your Insured vehicle SLP9079M

As a result of the accident, our client's vehicle has been damaged. Before we proceed to repair the damaged vehicle, please let us know within two (2) working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Thanks & regards



Automobile Integrated Management Pte Ltd

Mailing Address: 61 Ubi Ave 2 #07-04 Automobile Megamart Singapore 408898

Workshop Address: 23 Kaki Bukit Ave 4, Kaki Bukit Vicom #04-01 (South Wing) Singapore 415933

Tel: 91198371 [www.aimgarage.com.sg](http://www.aimgarage.com.sg)

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