

Xin Yu (LKK Auto)

**From:** Jowyn Tay <jowyn\_tay@sg.msig-asia.com>  
**Sent:** Thursday, December 8, 2022 11:12 AM  
**To:** Xin Yu (LKK Auto)  
**Cc:** SUR  
**Subject:** RE: Survey Request - Manual Assigned / MSIG REF: 291646/JT / TP VEHICLE: SMY7254C

Dear Xin Yu,

Refer to the said matter.

Please proceed to finalise COR at \$1,000.00 on lumpsum basis with 3 repairs days.

Thank you.

**Best Regards,**

**Jowyn Tay**  
Executive, Claims Services (Motor)  
D: +65 6012 1351 | [jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)  
**Please note my direct line has changed.**



**MSIG Insurance (Singapore) Pte Ltd** 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | Co. Reg. No. 200412212G |  
[msig.com.sg](http://msig.com.sg)



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**From:** Xin Yu (LKK Auto) <xinyu@lkkauto.com>  
**Sent:** Tuesday, 6 December 2022 8:44 AM  
**To:** Jowyn Tay <jowyn\_tay@sg.msig-asia.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: Survey Request - Manual Assigned

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

Dear Jowyn,

Enclosed herewith SMY 7254C report.

Please let us have your approval.

Photos uploaded in merimen.

Thanks and Warmest Regards,  
**Xin Yu** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
phone: 6256-3561 | fax: 6256-4315 | email: [XinYu@lkkauto.com](mailto:XinYu@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Monday, December 5, 2022 10:49 AM  
**To:** Xin Yu (LKK Auto) <xinyu@lkkauto.com>  
**Cc:** Crystal Lee <crystal\_lee@sg.msig-asia.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: Survey Request - Manual Assigned

Hi Xin Yu,

I have granted rights in merimen, you can see from there.

Thank you.

**Ong Zi Hui**  
Senior Admin Officer, Claims Serivces (In-House Survey)  
D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)  
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**From:** Xin Yu (LKK Auto) <[xinyu@lkkauto.com](mailto:xinyu@lkkauto.com)>  
**Sent:** Monday, 5 December 2022 9:59 AM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Cc:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Survey Request - Manual Assigned

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

Dear Zi Hui,

Please let us have the SME 375M GIA report as requested by our surveyor.

Thanks and Warmest Regards,

**Xin Yu**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | fax: 6256-4315 | email: [XinYu@lkkauto.com](mailto:XinYu@lkkauto.com)

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

**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Sent:** Monday, November 21, 2022 5:05 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Subject:** RE: Survey Request - Manual Assigned

Dear Zi Hui,

Thank you for the assignment.

Repairer arrange on 22.11.22.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Sent:** Monday, 21 November 2022 4:27 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Subject:** Survey Request - Manual Assigned

[Pre-Repair Inspection for SMY 7254 C // Accident on 18/11/2022 @ 22:00HR at along 152A Bedok South Road involving Vehicle Number SMY 7254 C & SME 375 M \(MSIG\)](#)

[Manual Assigned](#)

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

Thank you.

**Ong Zi Hui**

Senior Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)

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**From:** Motor Survey  
**Sent:** Monday, 21 November 2022 3:31 PM  
**To:** Zoom Autowerks <[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)>  
**Subject:** RE: Pre-Repair Inspection for SMY 7254 C // Accident on 18/11/2022 @ 22:00HR at along 152A Bedok South Road involving Vehicle Number SMY 7254 C & SME 375 M (MSIG)

Dear Sir/Mdm,

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 & Best regards,

**Crystal Lee**  
Admin Officer, Claims Services (In-House Survey)  
D: +65 6012 1316 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)  
**Please note my direct line has changed.**



**MSIG**  
**MSIG Insurance (Singapore) Pte Ltd** 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | Co. Reg. No. 200412212G |  
[msig.com.sg](http://msig.com.sg)    

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**From:** Zoom Autowerks <[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)>  
**Sent:** Monday, 21 November 2022 3:01 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** Re: Pre-Repair Inspection for SMY 7254 C // Accident on 18/11/2022 @ 22:00HR at along 152A Bedok South Road involving Vehicle Number SMY 7254 C & SME 375 M (MSIG)

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

Dear All,

Please arrange LKk.

On Mon, Nov 21, 2022, 14:32 Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

Dear Sir/Mdm,

We refer to your email dated 21/11/2022.

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 & Best regards,

**Crystal Lee**

Admin Officer, Claims Services (In-House Survey)

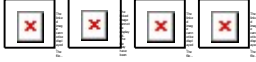
D: +65 6012 1316 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)

**Please note my direct line has changed.**



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**From:** Zoom Autowerks <[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)>

**Sent:** Monday, 21 November 2022 1:42 PM

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

**Subject:** Pre-Repair Inspection for SMY 7254 C // Accident on 18/11/2022 @ 22:00HR at along 152A Bedok South Road involving Vehicle Number SMY 7254 C & SME 375 M

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

Dear Sir/Madam,

We are instructed by Yeow Jia Hao to notify you of a road traffic accident on 18/11/2022

at about 22:00HR along 152A Bedok South Road involving our client's vehicle registration number SMY 7254 C and vehicle registration number SME 375 M driven by your insured 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 vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 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 time, our client shall proceed to repair the vehicle without further reference to you.

Please contact me @ 9450 7920, should you require more information.

**Kindly arrange survey at Blk 15 Kaki Bukit Road 4, Bartley Biz Centre, #01-53 Singapore 417808.**

Warmest Regards,

**Elin Cai**

**Zoom Autowerks Pte Ltd**

130 Bedok Reservoir Road

#08-1339 Singapore 470130

☎9450 7920

✉[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)

**- Please note our change in mailing/registered address with effect from 1st July 2018 -**

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