

## Meng Yan (LKK Auto)

---

**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Friday, 2 December 2022 2:02 PM  
**To:** assignments; admin-d  
**Cc:** Crystal Lee  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SMY7499M DRAFT REPORT.pdf

### [Accident on 19/11/2022 between SMY7499M & GQ6996P \(MSIG\) at/along Roundabout of Pioneer Road & Pioneer Road North](#)

#### 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)

**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)



A Member of **MS&AD** INSURANCE GROUP

*Join our mission in protecting our planet, please consider the environment before you print.*

---

**From:** Motor Survey

**Sent:** Friday, 2 December 2022 1:32 PM

**To:** 'Advance Auto Garage' <[advanceag@hotmail.com](mailto:advanceag@hotmail.com)>

**Subject:** RE: Accident on 19/11/2022 between SMY7499M & GQ6996P (MSIG) at/along Roundabout of Pioneer Road & Pioneer Road North

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 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)    

A Member of **MS&AD** INSURANCE GROUP

 *Join our mission in protecting our planet, please consider the environment before you print.*

---

**From:** Advance Auto Garage <[advanceag@hotmail.com](mailto:advanceag@hotmail.com)>

**Sent:** Friday, 2 December 2022 1:04 PM

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

**Subject:** RE: Accident on 19/11/2022 between SMY7499M & GQ6996P (MSIG) at/along Roundabout of Pioneer Road & Pioneer Road North

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

Dear Crystal,

I would like to appoint LKK for my PRI. Thank you

*Best Regards,*

*Xavier Lim*

*(+65) 9007 9247*

*Advance Auto Garage*

*23 Kaki Bukit Avenue 4, #04-01*

*Vicom Kaki Bukit Inspection Center*

*Singapore 415933*

---

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

**Sent:** Friday, 2 December 2022 12:32 pm

**To:** Advance Auto Garage <[advanceag@hotmail.com](mailto:advanceag@hotmail.com)>

**Subject:** RE: Accident on 19/11/2022 between SMY7499M & GQ6996P (MSIG) at/along Roundabout of Pioneer Road & Pioneer Road North

Dear Sir/Mdm,

We refer to your email dated 02/12/2022.

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.**



**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)    

A Member of **MS&AD INSURANCE GROUP**

 **Join our mission in protecting our planet, please consider the environment before you print.**

---

**From:** Advance Auto Garage <[advanceag@hotmail.com](mailto:advanceag@hotmail.com)>  
**Sent:** Friday, 2 December 2022 12:24 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** Accident on 19/11/2022 between SMY7499M & GQ6996P at/along Roundabout of Pioneer Road & Pioneer Road North

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

**Our Ref: SMY7499M**

**Your Ref: GQ6996P**

Dear Sir/Mdm,

**PRE-REPAIR INSPECTION NOTICE**

Dear Sirs,

We act for EC CARZ RENTAL, owner of SMY7499M that was damaged as a result of the above accident.

Please take note that our client's motorcar is presently located at his repairer's workshop,

**Advance Auto Garage**

23 Kaki Bukit Ave 4, #04-01

Vicom Kaki Bukit

Singapore 415933

TEL: 9007 9247

Email: [advanceag@hotmail.com](mailto:advanceag@hotmail.com)

ATTN: Xavier Lim

In the circumstances, kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

For a direct and amicable settlement, kindly send us your panel of surveyors for us to choose from.

As provided by NIMA Protocol, take note that our client shall proceed to appoint his own surveyor and repair his vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

*Best Regards,*

*Xavier Lim*

*(+65) 9007 9247*

*Advance Auto Garage*

*23 Kaki Bukit Avenue 4, #04-01*

*Vicom Kaki Bukit Inspection Center*

*Singapore 415933*

---

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.