

## Meng Yan (LKK Auto)

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Monday, 9 January 2023 10:19 AM  
**To:** assignments; admin-d  
**Cc:** Crystal Lee  
**Subject:** Survey Request - Manual Assigned

[Accident on 06/01/2023 between SMU9991R & FBJ9218D \(MSIG\) at/along Filter Lane to Kim Keat Link from Lor. 6 Toa Payoh](#)

### 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)    

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**From:** Motor Survey

**Sent:** Monday, 9 January 2023 9:32 AM

**To:** Advance Auto Garage <advanceag@hotmail.com>

**Subject:** RE: Accident on 06/01/2023 between SMU9991R & FBJ9218D (MSIG) at/along Filter Lane to Kim Keat Link from Lor. 6 Toa Payoh

Hi Xavier,

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**

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

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

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

**Sent:** Saturday, 7 January 2023 1:01 PM

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

**Subject:** RE: Accident on 06/01/2023 between SMU9991R & FB9218D (MSIG) at/along Filter Lane to Kim Keat Link from Lor. 6 Toa Payoh

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

Dear Crystal,

We would like to appoint LKK for our 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*

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

**Sent:** Friday, 6 January 2023 4:45 pm

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

**Subject:** RE: Accident on 06/01/2023 between SMU9991R & FB9218D (MSIG) at/along Filter Lane to Kim Keat Link from Lor. 6 Toa Payoh

Dear Sir/Mdm,

We refer to your email dated 06/01/2023.

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:** Advance Auto Garage <[advanceag@hotmail.com](mailto:advanceag@hotmail.com)>  
**Sent:** Friday, 6 January 2023 4:34 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** RE: Accident on 06/01/2023 between SMU9991R & FBJ9218D (MSIG) at/along Filter Lane to Kim Keat Link from Lor. 6 Toa Payoh

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

Dear MSIG,

GIA have not received yet. Kindly send over list of surveyors please.

*Best Regards,*

*Xavier Lim*

*(+65) 9007 9247*

*Advance Auto Garage*

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

*Vicom Kaki Bukit Inspection Center*

*Singapore 415933*

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**Subject:** RE: Accident on 06/01/2023 between SMU9991R & FBJ9218D (MSIG) at/along Filter Lane to Kim Keat Link from Lor. 6 Toa Payoh

Dear Sir/Mdm,

Please provide us with your client GIA report so that we can register this claim.

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)

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**Sent:** Friday, 6 January 2023 4:23 PM

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

**Our Ref: SMU9991R**

**Your Ref: FBJ9218D**

**PRE-REPAIR INSPECTION NOTICE**

Dear Sirs,

We act for PHUA CHEE WEE, owner of SMU9991R 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*

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