

## Meng Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Monday, 16 January 2023 2:32 PM  
**To:** assignments; admin-d  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SLP9551R\_Full\_Accident\_Report.pdf; LOA.pdf; receipt-20230116-130513.pdf

### REQUEST FOR PRS - SLP9551R YOUR INSURED: GBE9918T (MSIG) DOA: 12.11.22

#### 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.

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)    

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**From:** Motor Survey  
**Sent:** Monday, 16 January 2023 2:31 PM  
**To:** Thiam Heng Huat <thh176@yahoo.com>  
**Subject:** RE: REQUEST FOR PRS - SLP9551R YOUR INSURED: GBE9918T (MSIG) DOA: 12.11.22

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)

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**From:** Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>

**Sent:** Monday, 16 January 2023 2:03 PM

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

**Subject:** Re: REQUEST FOR PRS - SLP9551R YOUR INSURED: GBE9918T (MSIG) DOA: 12.11.22

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

Dear Crystal,

Please arrange for LKK Auto Consultants Pte Ltd to conduct the survey.

Warmest regards,

Steven

Thiam Heng Huat Pte Ltd

82636295

On Monday, 16 January 2023 at 02:01:28 pm SGT, Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

Dear Sir/Mdm,

We refer to your email dated 16/01/2023.

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)  
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**From:** Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>  
**Sent:** Monday, 16 January 2023 1:07 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** REQUEST FOR PRS - SLP9551R YOUR INSURED: GBE9918T DOA: 12.11.22

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

Dear Motor Claims Team,

We refer to the attachments.

Kindly assist to register our client's TP claim and let us have your list of nominated surveyors within the next 2 working days from date of this email.

Please respond soonest possible.

Warmest regards,  
Steven  
Thiam Heng Huat Pte Ltd  
82636295

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