

Meng Yan (LKK Auto)

From: Rajes (LKK Auto)
Sent: Wednesday, 1 February 2023 11:29 AM
To: Crystal Lee; assignments; SUR
Cc: Ong Zi Hui
Subject: RE: Survey Request - Manual Assigned

Dear Crystal,

Thank you for the assignment.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 31 January 2023 4:44 PM
To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Survey Request - Manual Assigned

Accident Between SJG8311U and SMQ6622Y (MSIG) on 08.01.2023

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 & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)
D: +65 6012 1316 | 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 | msiq.com.sg



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

From: Ong Zi Hui
Sent: Tuesday, 31 January 2023 4:31 PM
To: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>
Subject: RE: Accident Between SJG8311U and SMQ6622Y (MSIG) on 08.01.2023

Hi Kelly,

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_ong@sg.msiga.com
Please note my direct line has changed.



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Co. Reg. No. 200412212G | msig.com.sg



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

From: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>
Sent: Tuesday, 31 January 2023 3:59 PM
To: Ong Zi Hui <zihui_ong@sg.msiga.com>
Subject: RE: Accident Between SJG8311U and SMQ6622Y (MSIG) on 08.01.2023

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

Dear Zi Hui,

According to your list, we are fine with LKK Auto Consultants Pte Ltd & Formteam Consultancy Pte Ltd.
Kindly arrange.

Thanks & Regards,
Kelly

Chew Goon Motor

Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15, 16 & 17,
Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626
Fax : 6484 0465

From: [Ong Zi Hui](#)

Sent: Tuesday, 31 January 2023 1:34 PM

To: [Chew Goon Motor\(ad3\)](#)

Subject: RE: Accident Between SJG8311U and SMQ6622Y (MSIG) on 08.01.2023

Hi Kelly,

We refer to your email dated 31/01/2023.

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

Thank you.

Ong Zi Hui

Senior Admin Officer, Claims Services (In-House Survey)
D: +65 6012 1318 | zihui_onq@sg.msig-asia.com
Please note my direct line has changed.



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

From: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>
Sent: Tuesday, 31 January 2023 11:56 AM
To: Claims SG <claims@sg.msig-asia.com>
Subject: Accident Between SJG8311U and SMQ6622Y (MSIG) on 08.01.2023

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

Dear Sir / Mdm,

Vehicle SJG8311U is at our workshop since 14.01.2023 for claiming third party.

We have to arrange surveyor. Based on GIA searching, insurance for SMQ6622Y is under Liberty but SMQ6622Y is using MSIG to file the report.

Kindly confirm is this insured is under MSIG, if Yes please provide us with a list of 10 surveyors name.

Thanks & Regards,
Kelly

Chew Goon Motor
Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15, 16 & 17,
Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626
Fax : 6484 0465

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