

## Meng Yan (LKK Auto)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, 8 February 2023 9:49 AM  
**To:** assignments; admin-d  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### ACCIDENT INVOLVING SMU 7162 E & SLQ 9228 U (MSIG) ON 14/01/2023

#### Car in

#### 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](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:** Ong Zi Hui  
**Sent:** Wednesday, 8 February 2023 9:36 AM  
**To:** kumchew1 <[kumchew1@singnet.com.sg](mailto:kumchew1@singnet.com.sg)>  
**Subject:** RE: ACCIDENT INVOLVING SMU 7162 E & SLQ 9228 U (MSIG) ON 14/01/2023.

Hi Mdm Lim,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Kenneth Kong** 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.msigg-asia.com](mailto:zihui_ong@sg.msigg-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 | [msigg.com.sg](http://msigg.com.sg)



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

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

---

**From:** kumchew1 <[kumchew1@singnet.com.sg](mailto:kumchew1@singnet.com.sg)>

**Sent:** Wednesday, 8 February 2023 9:34 AM

**To:** Ong Zi Hui <[zihui\\_ong@sg.msigg-asia.com](mailto:zihui_ong@sg.msigg-asia.com)>

**Subject:** RE: ACCIDENT INVOLVING SMU 7162 E & SLQ 9228 U (MSIG) ON 14/01/2023.

---

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

---

Hi Ms Ong,

Please appoint LKK Auto Consultants Pte Ltd Mr Kenneth Kong to pre-repair inspection our client vehicle SMU 7162 E.

Thank you

Best Regards,

*Mdm Lim*

Kum Chew Motor

160 Sin Ming Drive

#05-08 Autocity

Singapore 575722

Tel : 6453 6256

Fax : 6455 7754

---

**From:** Ong Zi Hui [[mailto:zihui\\_ong@sg.msigg-asia.com](mailto:zihui_ong@sg.msigg-asia.com)]

**Sent:** Wednesday, February 08, 2023 8:32 AM

**To:** kumchew1

**Subject:** RE: ACCIDENT INVOLVING SMU 7162 E & SLQ 9228 U (MSIG) ON 14/01/2023.

Hi Mdm Lim,

We refer to your email dated 07/02/2023.

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) **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 08 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	
5. Gary Soon	

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.

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)

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

-----Original Message-----

From: kumchew1 <[kumchew1@singnet.com.sg](mailto:kumchew1@singnet.com.sg)>

Sent: Tuesday, 7 February 2023 4:50 PM

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

Subject: FW: ACCIDENT INVOLVING SMU 7162 E & SLQ 9228 U ON 14/01/2023.

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

Dear Sir/Madam,

We are acting on behalf of M/s. Comfortdelgro Rent-A-Car Pte Ltd, the owner of SSMU 7162 E in the above matter.

Kindly arrange for pre-repair with the following details;

Venue : Kum Chew Motor Workshop

: 160, Sin Ming Drive #05-08

: Sin Ming Autocity

: Singapore 575722.

Contact No. : 64536256

Thanks & Best Regards,

Mdm Lim

Best Regards,

Mdm Lim

KUM CHEW MOTOR WORKSHOP  
160 Sin Ming Drive #05-08  
Sin Ming AutoCity  
Singapore 575722  
Tel : 64563715 Fax : 64557754

---

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.