

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 14 February 2023 3:48 PM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: Full_accident_report_8883468_13-02-2023_170119.pdf

[WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRE-REPAIR AND LAIBILITY SLU2396S | YQ4906A (MSIG)

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 | msig.com.sg



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From: Ong Zi Hui
Sent: Tuesday, 14 February 2023 2:24 PM
To: info@ktauto.com.sg
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRE-REPAIR AND LAIBILITY SLU2396S | YQ4906A (MSIG)

Hi Wendy,

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-asia.com

Please note my direct line has changed.



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From: info@ktauto.com.sg <info@ktauto.com.sg>

Sent: Tuesday, 14 February 2023 2:11 PM

To: Ong Zi Hui <zihui_ong@sg.msiga-asia.com>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRE-REPAIR AND LAIBILITY SLU2396S | YQ4906A (MSIG)

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

Dear Ong,

Kindly please arrange LKK over for pre-repair and advice liability for this case. Thank you for your kind attention.

Thank you & Best Regards

Wendy Siew

On and Behalf on Kian Teong Auto Centre

Blk 176 Sin Ming Drive

Sin Ming Autocare #01-02/08

Singapore 575721

[Tel:64556268](tel:64556268)

Fax: 64555166

HP: 91786498

Website: www.ktauto.com.sg

From: "Ong Zi Hui" <zihui_ong@sg.msiga-asia.com>

Sent: 2/14/23 9:33 AM

To: "info@ktauto.com.sg" <info@ktauto.com.sg>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRE-REPAIR AND LAIBILITY SLU2396S | YQ4906A (MSIG)

[Hi Wendy,](#)

We refer to your email dated 14/02/2023.

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

Thank you.

Ong Zi Hui

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

D: +65 6012 1318 | zihui_ong@sg.msig-asia.com

Please note my direct line has changed.





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

From: info@ktauto.com.sg <info@ktauto.com.sg>

Sent: Tuesday, 14 February 2023 8:33 AM

To: Claims SG <claims@sg.msig-asia.com>

Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRE-REPAIR AND LAIBILITY SLU2396S

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

Dear Sir,

Kindly please arrange for pre-repair survey and advice liability of case, our client vehicle SLU2396S, your insured vehicle YQ4906A.

Please find attached accident report password SLU2396S9873A for your kind reference.

Kindly please refer to attached accident photos and advice liability of the case as direct settlement with MSIG will be our priority.

Thank you & Best Regards

Wendy Siew

On and Behalf on Kian Teong Auto Centre

Blk 176 Sin Ming Drive

Sin Ming Autocare #01-02/08

Singapore 575721

[Tel:64556268](tel:64556268)

Fax: 64555166

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