

## Meng Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Friday, 17 March 2023 5:07 PM  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SNG313U 15.03.2023.pdf

### MSIG TP - Arrange for Third Party Survey - Accident Involving SNG313U (TLM) and XD9942S (MSIG) on 15.03.2023

#### 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](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 | [msiq.com.sg](https://msiq.com.sg)



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**From:** Motor Survey  
**Sent:** Friday, 17 March 2023 4:58 PM  
**To:** tlmautomobile@tlmotor.com.sg  
**Subject:** RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] MSIG TP - Arrange for Third Party Survey - Accident Involving SNG313U (TLM) and XD9942S (MSIG) on 15.03.2023

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:** [tmautomobile@tlmotor.com.sg](mailto:tmautomobile@tlmotor.com.sg) <[tmautomobile@tlmotor.com.sg](mailto:tmautomobile@tlmotor.com.sg)>

**Sent:** Friday, 17 March 2023 4:50 PM

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

**Cc:** [tmautomobile@tlmotor.com.sg](mailto:tmautomobile@tlmotor.com.sg)

**Subject:** RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] MSIG TP - Arrange for Third Party Survey - Accident Involving SNG313U (TLM) and XD9942S (MSIG) on 15.03.2023

**Importance:** High

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

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Dear Crystal,

We would like to choose :

- 1) LKK Auto Consultants Pte Ltd

Thank you

Best Regards,

Kelvin

**TLM Automobile Pte Ltd**

Phone: 6858 5151 Ext: 801

Fax: 6858 0877

1 Defu Lane 6 Singapore 539365

Email: [tmautomobile@tlmotor.com.sg](mailto:tmautomobile@tlmotor.com.sg)

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

**Sent:** Friday, March 17, 2023 1:39 PM

**To:** [tmautomobile@tlmotor.com.sg](mailto:tmautomobile@tlmotor.com.sg)

**Subject:** RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] MSIG TP - Arrange for Third Party Survey - Accident Involving SNG313U (TLM) and XD9942S (MSIG) on 15.03.2023

Dear Sir/Mdm,

We refer to your email dated 17/03/2023.

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 & 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:** [tlmautomobile@tlmotor.com.sg](mailto:tlmautomobile@tlmotor.com.sg) <[tlmautomobile@tlmotor.com.sg](mailto:tlmautomobile@tlmotor.com.sg)>

**Sent:** Friday, 17 March 2023 11:15 AM

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

**Subject:** [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] MSIG TP - Arrange for Third Party Survey - Accident Involving SNG313U (TLM) and XD9942S (MSIG) on 15.03.2023

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Without Prejudice

Your ref: - XD9942S

Our ref: - SNG313U

Dear Sir/Madam,

We refer to the above matter.

**Please arrange for survey as soon as possible.**

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

PW: SNG313U6704J

Thank you

Best Regards,

Kelvin

**TLM Automobile Pte Ltd**

Phone: 6858 5151 Ext: 801

Fax: 6858 0877

1 Defu Lane 6 Singapore 539365

Email: [tlmautomobile@tlmotor.com.sg](mailto:tlmautomobile@tlmotor.com.sg)

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