

## Meng Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 18 April 2023 11:28 am  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** GIS REPORT.pdf

**OUR REF : 2304-24    YOUR REF : FBJ7963Z (MSIG)PRE-REPAIR INSPECTION FOR SML5915K**

### 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)    

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**From:** Motor Survey  
**Sent:** Tuesday, 18 April 2023 11:27 AM  
**To:** 'Darren Ng' <claims@teamworkgarage.com>  
**Subject:** RE: OUR REF : 2304-24 YOUR REF : FBJ7963Z (MSIG)PRE-REPAIR INSPECTION FOR SML5915K

Dear Darren,

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:** Darren Ng <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>  
**Sent:** Tuesday, 18 April 2023 11:16 AM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** RE: OUR REF : 2304-24 YOUR REF : FBJ7963Z (MSIG)PRE-REPAIR INSPECTION FOR SML5915K

WITHOUT PREJUDICE

Dear Sir/Madam,

Kindly appoint LKK

Regards  
Darren  
68442475  
BLK 53 PAYA UBI INDUSTRIAL PARK  
UBI AVE 1 #01-24  
S(408934)

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**From:** [Motor Survey](#)

**Sent:** Tuesday, 18 April 2023 11:00 am

**To:** [claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)

**Subject:** RE: OUR REF : 2304-24 YOUR REF : FBJ7963Z (MSIG)PRE-REPAIR INSPECTION FOR SML5915K

Dear Sir/Mdm,

We refer to your email dated 18/04/2023.

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

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
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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:** Darren Ng <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>

**Sent:** Tuesday, April 18, 2023 10:18 AM

**To:** Claims SG <[claims@sg.msg-asia.com](mailto:claims@sg.msg-asia.com)>

**Subject:** OUR REF : 2304-24 YOUR REF : FBG7963Z PRE-REPAIR INSPECTION FOR SML5915K

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

WITHOUT PREJUDICE

OUR REF : 2304-24

YOUR REF : FBG7963Z

Dear Sir / Madam,

PRE-REPAIR INSPECTION FOR SML5915K

We are instructed by our client to notify you of a road traffic accident on 16/04/23 at about 1715hrs involving our client's/customer's vehicle registration number [SML5915K] and vehicle registration number [FBG7963Z] driven by you at the material time. A copy of the Singapore accident statement /traffic police report filed is enclosed.

As a result of the accident, our client's /customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle and please let us have your list of surveyors. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Regards

Darren

68442475

BLK 53 PAYA UBI INDUSTRIAL PARK

UBI AVE 1 #01-24

S(408934)

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