

## Celine Fong (LKKAuto)

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**From:** Rajes (LKK Auto)  
**Sent:** Wednesday, 24 May 2023 12:45 PM  
**To:** Crystal Lee; assignments; SUR  
**Subject:** RE: Survey Request - Manual Assigned

Dear Crystal,

Thank you for the assignment.  
Repairer arrange survey on 25/05/2023.

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, May 24, 2023 9:37 AM  
**To:** assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>  
**Subject:** Survey Request - Manual Assigned

**OUR REF.: A102-120451.23 (SJA 9164C @ 23/05/2023) // MSIG REF NO : SJX 5284U**

### **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](https://msig.com.sg)



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**From:** Motor Survey  
**Sent:** Wednesday, 24 May 2023 9:36 AM  
**To:** 'Sally' <[sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)>  
**Cc:** 'Judy Soh' <[judysoh@visionlawllc.com](mailto:judysoh@visionlawllc.com)>; 'EM Solution Pte Ltd' <[emautosolution@singnet.com.sg](mailto:emautosolution@singnet.com.sg)>; [derekkeh@singnet.com.sg](mailto:derekkeh@singnet.com.sg); 'JOJO SIM' <[simjojo3354@gmail.com](mailto:simjojo3354@gmail.com)>  
**Subject:** RE: OUR REF.: A102-120451.23 (SJA 9164C @ 23/05/2023) // MSIG REF NO : SJX 5284U

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@sq.msiga-asia.com](mailto:crystal_lee@sq.msiga-asia.com)  
**Please note my direct line has changed.**



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**From:** Sally <[sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)>  
**Sent:** Wednesday, 24 May 2023 9:31 AM  
**To:** Motor Survey <[motorsurvey@sg.msiga-asia.com](mailto:motorsurvey@sg.msiga-asia.com)>  
**Cc:** 'Judy Soh' <[judysoh@visionlawllc.com](mailto:judysoh@visionlawllc.com)>; 'EM Solution Pte Ltd' <[emautosolution@singnet.com.sg](mailto:emautosolution@singnet.com.sg)>; [derekkeh@singnet.com.sg](mailto:derekkeh@singnet.com.sg); 'JOJO SIM' <[simjojo3354@gmail.com](mailto:simjojo3354@gmail.com)>  
**Subject:** RE: OUR REF.: A102-120451.23 (SJA 9164C @ 23/05/2023) // MSIG REF NO : SJX 5284U  
**Importance:** High

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

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**URGENT**

Dear Sir,

**NOTICE TO INSURERS TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 2 OF PRE-ACTION PROTOCOL FOR NIMA CASES**

**CLAIMANT: E RENTAL**

**ACCIDENT INVOLVING SJA 9164C & SJX 5284U ON 23 MAY 2023 ALONG KPE TOWARDS EXIT 9B AT ABT 13:20 HRS**

We refer to your email of even date.

Our client now confirms the appointment **LKK AUTO CONSULTANTS PTE LTD** as the Single Joint Expert for this matter.

Please be informed that the said vehicle can be inspected at :

Venue	:	<b>AUTHORIZE WORKSHOP PTE LTD</b> 160, Sin Ming Drive, #03-18/19, Sin Ming Autocity, Singapore 575722
Contact	:	Ms. Josephine Sim / Ms. Sirina Soon (Tel.: 6456-0226 / 9786 3830)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Thank you & regards.

*Sally Chong*

(Secretary)  
VISION LAW LLC  
133 NEW BRIDGE ROAD,  
#25-03/04/05, CHINATOWN POINT,  
SINGAPORE 059413  
TEL.: 6534-2811 (ext 115)  
FAX : 6535-6802

**With effect from 3 April 2023, we are relocated at 133 NEW BRIDGE ROAD, #25-03/04/05, CHINATOWN POINT, SINGAPORE 059413**

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**From:** Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]  
**Sent:** Wednesday, 24 May, 2023 8:30 AM  
**To:** [sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)  
**Cc:** 'Judy Soh'  
**Subject:** RE: OUR REF.: A102-MISC.23 (SJA 9164C @ 23/05/2023) // MSIG REF NO : SJX 5284U

Dear Sir/Mdm,

We refer to your email dated 23/05/2023.

Our insured have not reported.

In the meantime, 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.msigg-asia.com](mailto:motorsurvey@sg.msigg-asia.com)**

Thank you & Best regards,

**Crystal Lee**

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | [crystal\\_lee@sg.msigg-asia.com](mailto:crystal_lee@sg.msigg-asia.com)

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**From:** Sally <[sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)>

**Sent:** Tuesday, May 23, 2023 5:13 PM

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

**Cc:** 'Judy Soh' <[judysoh@visionlawllc.com](mailto:judysoh@visionlawllc.com)>; 'EM Solution Pte Ltd' <[emautosolution@singnet.com.sg](mailto:emautosolution@singnet.com.sg)>; [derekkeh@singnet.com.sg](mailto:derekkeh@singnet.com.sg); 'JOJO SIM' <[simjojo3354@gmail.com](mailto:simjojo3354@gmail.com)>

**Subject:** OUR REF.: A102-MISC.23 (SJA 9164C @ 23/05/2023) // MSIG REF NO : SJX 5284U

**Importance:** High

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

**URGENT**

Dear Sir,

**NOTICE TO INSURERS TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 2 OF PRE-ACTION PROTOCOL FOR NIMA CASES**

**CLAIMANT: E RENTAL**

**ACCIDENT INVOLVING SJA 9164C & SJX 5284U ON 23 MAY 2023 ALONG KPE TOWARDS EXIT 9B AT ABT 13:20 HRS**

We are instructed by **E RENTAL** to notify you of a road traffic accident **ON 23 MAY 2023 ALONG KPE TOWARDS EXIT 9B AT ABT 13:20 HRS** involving our client's vehicle registration number **SJA 9164C** and vehicle registration number **SJX 5284U** which was driven by you/your insured at the material time.

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

Please be informed that the said vehicle can be inspected at :

Venue	:	<b>AUTHORIZE WORKSHOP PTE LTD</b> 160, Sin Ming Drive, #03-19, Sin Ming Autocity, Singapore 575722
Contact	:	Ms. Josephine Sim (Tel.: 6456-0226 / 9786-3830) Ms. Serina Soon (Tel.: 6456-0226 / 9223-6288)

**Pursuant to GIA circular, please provide us a copy of your insured's GIA report by return email.** Please revert accordingly.

Thank you & regards.

***Sally Chong***

(Secretary)  
VISION LAW LLC  
133 NEW BRIDGE ROAD,  
#25-03/04/05, CHINATOWN POINT,  
SINGAPORE 059413  
TEL.: 6534-2811 (ext 115)  
FAX : 6535-6802

For Surveyor	
Please initial here after completion of pre-repairs survey. Thank you.	
Appointed Surveyor:	_____
Name & Signature	
Contact:	_____
Date & Time	_____
_____	
Surveyor during repair:	_____
Date & Time:	_____
_____	
Surveyor after repair:	_____
Date & Time:	_____

**With effect from 3 April 2023, we are relocated at 133 NEW BRIDGE ROAD, #25-03/04/05, CHINATOWN POINT, SINGAPORE 059413**

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VISION LAW LLC  
Advocates & Solicitors  
(Incorporated with limited liability)  
Unique Entity No. 200721148H  
Address : 133 New Bridge Road #25-03/04/05 Chinatown Point, Singapore 059413

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**VISION LAW LLC**

Advocates & Solicitors

(Incorporated with limited liability)

Unique Entity No. 200721148H

Address : 133 New Bridge Road #25-03/04/05 Chinatown Point, Singapore 059413

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