

## Meng Yan (LKK Auto)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Monday, 29 May 2023 4:55 pm  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** 20230529100333.pdf

### PRE REPAIR FOR VEHICLE CB 7516 L and GBH 4064 Z (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](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:** Motor Survey  
**Sent:** Monday, 29 May 2023 4:54 PM  
**To:** 'Anna Tan' <[annatan@visionlawllc.com](mailto:annatan@visionlawllc.com)>  
**Cc:** kahhui@visionlawllc.com; sltanjanettan@gmail.com  
**Subject:** RE: PRE REPAIR FOR VEHICLE CB 7516 L and GBH 4064 Z (MSIG)

Dear Anna,

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)  
**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:** Anna Tan <[annatan@visionlawllc.com](mailto:annatan@visionlawllc.com)>  
**Sent:** Monday, 29 May 2023 4:41 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

Cc: [kahhui@visionlawllc.com](mailto:kahhui@visionlawllc.com); [sltjanettan@gmail.com](mailto:sltjanettan@gmail.com)

Subject: PRE REPAIR FOR VEHICLE CB 7516 L and GBH 4064 Z (MSIG)

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

OUR REF: AM-atv-INS-Y56-120488-23

**NAME OF CLAIMANT: NG KOK LEONG**

**VEHICLE NUMBER: CB 7516 L**

**YOUR INSURED VEHICLE NUMBER: GBH 4064 Z**

**ACCIDENT ON 19 MAY 2023 AT CARPARK OF BLK 421 ANG MO KIO AVENUE 10 AT ABOUT 1045HOURS**

Dear Sirs,

We refer to the above matter.

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

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

**YSK AUTO WORKSHOP**

Autobay @ Kaki Bukit

1 Kaki Bukit Avenue 6

Blk D #01-71

Singapore 417883

Contact Person: **9640-2541 (DANNY)**

If you fail to conduct the pre-repair inspection 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.

Regards,  
Ms Anna Tan  
Secretary  
Vision Law LLC  
Tel: 65342811 ext 124

---

**From:** Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]  
**Sent:** Monday, 29 May, 2023 10:26 AM  
**To:** Anna Tan  
**Cc:** [kahhui@visionlawllc.com](mailto:kahhui@visionlawllc.com); [sltjanettan@gmail.com](mailto:sltjanettan@gmail.com)  
**Subject:** RE: PRE REPAIR FOR VEHICLE CB 7516 L and GBH 4064 Z (MSIG)

Dear Anna,

We refer to your email dated 29/05/2023.

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
- 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
-------------------	------------------

**FOR SURVEYOR**

Please initial here after completion of pre-repair inspection. Thank you

Appointed surveyor :  
(Name & Signature) :

Date & Time of Inspection :

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)

**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:** Anna Tan <[annatan@visionlawllc.com](mailto:annatan@visionlawllc.com)>

**Sent:** Monday, 29 May 2023 10:00 AM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Cc:** [kahhui@visionlawllc.com](mailto:kahhui@visionlawllc.com); [sltjanjettan@gmail.com](mailto:sltjanjettan@gmail.com)  
**Subject:** PRE REPAIR FOR VEHICLE CB 7516 L and GBH 4064 Z (MSIG)

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

Dear Crystal,

We refer to your email of even date.

As requested, please see enclosed our client's GIA report for your attention.

Regards,  
Anna Tan  
Secretary  
Vision Law LLC  
Tel: 65342811 ext 124

---

**From:** Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]  
**Sent:** Monday, 29 May, 2023 9:01 AM  
**To:** [annatan@visionlawllc.com](mailto:annatan@visionlawllc.com)  
**Cc:** [kahhui@visionlawllc.com](mailto:kahhui@visionlawllc.com); [sltjanjettan@gmail.com](mailto:sltjanjettan@gmail.com)  
**Subject:** RE: PRE REPAIR FOR VEHICLE CB 7516 L and GBH 4064 Z (MSIG)

Dear Sir/Mdm,

Please provide us with your client's SAS report or draft copy so that we can register this claim.

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.**





---

**From:** Anna Tan <[annatan@visionlawllc.com](mailto:annatan@visionlawllc.com)>  
**Sent:** Friday, May 26, 2023 5:19 PM  
**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>  
**Cc:** 'Kah Hui' <[kahhui@visionlawllc.com](mailto:kahhui@visionlawllc.com)>; [sltanjanettan@gmail.com](mailto:sltanjanettan@gmail.com)  
**Subject:** PRE REPAIR FOR VEHICLE CB 7516 L

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

Our Ref: AM-atv-INS-Y56-CB7516L-23

**DATE OF ACCIDENT: 19 MAY 2023**

**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 3 WORKING DAYS PURSUANT TO PARAGRAPH 2.2 OF PRE-ACTION PROTOCOL FOR NIMA CASES**

We are instructed by **YSK AUTO WORKSHOP** to notify you of a road traffic accident on **19 MAY 2023** at about **1045HOURS AT BLK 421 ANG MO KIO AVE 10** involving our client's vehicle **CB 7516 L** and **GBH 4064 Z** driven by your insured and/or your insured's driver 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 insurer 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 further reference to you.

Regards,  
Kah Hui  
Secretary  
Vision Law LLC  
Tel: 65342811 ext 124

---

—  
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

---

—

DISCLAIMER:

The contents of this email (including any attachments) are confidential and privileged and only intended for the recipient(s) addressed above. If you received this email by error, please notify the sender immediately and destroy it (and all attachments) without reading, storing and/or disseminating any of its contents (in any form) to any person. Email communication is not secure. Vision Law LLC is not liable for any losses arising out of any errors or omissions in the contents resulting from email transmission or any illegal or unauthorised usage or tampering of its email system.

---

—

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.

---

—

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

---

—

DISCLAIMER:

The contents of this email (including any attachments) are confidential and privileged and only intended for the recipient(s) addressed above. If you received this email by error, please notify the sender immediately and destroy it (and all attachments) without reading, storing and/or disseminating any of its contents (in any form) to any



person. Email communication is not secure. Vision Law LLC is not liable for any losses arising out of any errors or omissions in the contents resulting from email transmission or any illegal or unauthorised usage or tampering of its email system.

---