

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 27 June 2023 9:32 am
To: assignments; admin-d
Subject: Survey Request - Manual Assigned

SNA2331K, Audi A3, and GBG2515H (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 |

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From: Motor Survey
Sent: Tuesday, 27 June 2023 9:30 AM
To: 'Tropical Success' <tsac303@singnet.com.sg>
Cc: tanlihao74@gmail.com
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] FW: SNA2331K, Audi A3, and GBG2515H (MSIG)

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)

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From: Tropical Success <tsac303@singnet.com.sg>
Sent: Tuesday, 27 June 2023 9:25 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: 'Tropical Success' <tsac303@singnet.com.sg>; tanlihao74@gmail.com
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] FW: SNA2331K, Audi A3, and GBG2515H (MSIG)

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

Dear Sir / Madam,

I will choose LKK Auto Consultants.

Regards
William
Tropical Tech
Blk 5032, Ang Mo Kio Industrial Park 2,
#01-303, Singapore 569535

From: Motor Survey <motorsurvey@sg.msig-asia.com>

Sent: 27 June, 2023 8:43 AM

To: Tropical Success <tsac303@singnet.com.sg>

Cc: tanlihao74@gmail.com

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] FW: SNA2331K, Audi A3, and GBG2515H (MSIG)

Dear Sir/Mdm,

We refer to your email dated 26/06/2023.

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
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

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.



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From: Tropical Success <tsac303@singnet.com.sg>
Sent: Monday, 26 June 2023 7:04 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: 'Tropical Success' <tsac303@singnet.com.sg>; tanlihao74@gmail.com
Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] FW: SNA2331K, Audi A3,

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

Dear : Motor claims,

Please see attached 3rd party claim for vehicle SNA2331K against your insured GBG2515H.

Please send us your list of panel surveyors for 3rd party survey vehicle SNA2331K.

Password for attached report : SNA2331K4105B

Regards
William
Tropical Tech
Blk 5032, Ang Mo Kio Industrial Park 2,
#01-303, Singapore 569535

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