

## Meng Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 13 July 2023 4:38 pm  
**To:** assignments; admin-d  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** GIA REPORT.pdf

### To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

#### Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once my colleagues registered the claim.

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:** Thursday, 13 July 2023 4:36 PM  
**To:** 'carworkzws@gmail.com' <carworkzws@gmail.com>  
**Subject:** RE: To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

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:** [carworkzws@gmail.com](mailto:carworkzws@gmail.com) <carworkzws@gmail.com>  
**Sent:** Thursday, 13 July 2023 4:30 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** RE: To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

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

Dear Crystal,

We choose LKK Auto for the survey

Thank you

Best Regards,

Anna Chua  
Carworkz SG Pte Ltd  
Blk 10 Sin Ming Ind Est Sector C  
#01-08  
Singapore 575645  
H/p: 9876 6876  
E-mail: [carworkzws@gmail.com](mailto:carworkzws@gmail.com)

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

**Sent:** Thursday, 13 July 2023 3:59 pm

**To:** [carworkzws@gmail.com](mailto:carworkzws@gmail.com)

**Subject:** RE: To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

Dear Sir/Mdm,

We refer to your email dated 13/07/2023.

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](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:** [carworkzws@gmail.com](mailto:carworkzws@gmail.com) <[carworkzws@gmail.com](mailto:carworkzws@gmail.com)>

**Sent:** Thursday, 13 July 2023 3:44 PM

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

**Subject:** RE: To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

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

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Dear Officer,

Attached the GIA Report

Thank you

Best Regards,

Anna Chua  
Carworkz SG Pte Ltd  
Blk 10 Sin Ming Ind Est Sector C  
#01-08  
Singapore 575645  
H/p: 9876 6876  
E-mail: [carworkzws@gmail.com](mailto:carworkzws@gmail.com)

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

**Sent:** Thursday, 13 July 2023 1:49 pm

**To:** [carworkzws@gmail.com](mailto:carworkzws@gmail.com)

**Subject:** RE: To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

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)

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**From:** [carworkzws@gmail.com](mailto:carworkzws@gmail.com) <[carworkzws@gmail.com](mailto:carworkzws@gmail.com)>

**Sent:** Thursday, 13 July 2023 1:23 PM

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

**Subject:** To Arrange Surveyor To Survey SKR4623B (TP Against EM2263S) - DOA: 12.07.2023 - DIRECT SETTLEMENT

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Dear Officer,

Kindly send your panel surveyors for us to choose for the above survey.

We are pending GIA report from our client and all reports & documents will be ready upon surveyor is here.

Thank you

Best Regards,

Anna Chua  
Carworkz SG Pte Ltd

Blk 10 Sin Ming Ind Est Sector C  
#01-08  
Singapore 575645  
H/p: 9876 6876  
E-mail: [carworkzws@gmail.com](mailto:carworkzws@gmail.com)

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