

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 17 July 2023 5:21 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned

Accident involved SLL2711M & SJS9212C (MSIG) on 13/07/2023

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

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    

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From: Motor Survey
Sent: Monday, July 17, 2023 5:19 PM
To: Apple Sim <apple.autounited@gmail.com>
Cc: autounitedsg@gmail.com
Subject: RE: Accident involved SLL2711M & SJS9212C (MSIG) on 13/07/2023

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

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 *Join our mission in protecting our planet, please consider the environment before you print.*

From: Apple Sim <apple.autounited@gmail.com>
Sent: Monday, July 17, 2023 4:42 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: autounitedsg@gmail.com
Subject: Re: Accident involved SLL2711M & SJS9212C (MSIG) on 13/07/2023

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

Dear Sir/Mdm,

We would like to choose LKK Auto Consultants Pte Ltd

Thank you.

Regards ,

Apple

AUTO UNITED SG PTE LTD

13 KAKI BUKIT ROAD 4 ,

#03-29 BARTLEY BIZ CENTRE

SINGAPORE 417807

Tel : 6844 1184 / 9427 9394

On Mon, Jul 17, 2023 at 4:09 PM Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear Sir/Mdm,

We refer to your email dated 17/07/2023.

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

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: Apple Sim <apple.autounited@gmail.com>
Sent: Monday, July 17, 2023 2:45 PM
To: Claims SG <claims@sg.msig-asia.com>
Cc: Auto United <autounitedsg@gmail.com>
Subject: Re: Accident involved SLL2711M & SJS9212C on 13/07/2023

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

Dear Sir/Mdm,

Please let us have your surveyors list .
Kindly revert back to us as soon as possible.
Thank you.

Regards ,

Apple

AUTO UNITED SG PTE LTD

13 KAKI BUKIT ROAD 4 ,

#03-29 BARTLEY BIZ CENTRE

SINGAPORE 417807

Tel : 6844 1184 / 9427 9394

On Mon, Jul 17, 2023 at 12:06 PM Apple Sim <apple.autounited@gmail.com> wrote:

Dear Sir / Mdm,

Your ref : SJS9212C

Our ref : SLL2711M

Enclosed herewith attached our client GIA report for your reference.
Kindly advise us of liability & OIC as soon as possible.
Thank you.

Regards ,

Apple

AUTO UNITED SG PTE LTD

13 KAKI BUKIT ROAD 4 ,

#03-29 BARTLEY BIZ CENTRE
SINGAPORE 417807
Tel : 6844 1184 / 9427 9394

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