

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 24 July 2023 4:30 pm
To: admin-d; assignments
Subject: Survey Request - Manual Assigned
Attachments: Pre Repair Survey_MSIG Insurance.pdf

Your Ref: WD 723D (SAMWOH) ; Pre-Repair Survey for SMX 9554D ; Our Ref: CS/1138/23/TAG

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 |

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A Member of **MS&AD** INSURANCE GROUP

From: Motor Survey
Sent: Monday, July 24, 2023 4:28 PM
To: 'May Ng Nian Rou' <may@libertylaw.com.sg>
Subject: RE: Your Ref: WD 723D (SAMWOH) ; Pre-Repair Survey for SMX 9554D ; Our Ref: CS/1138/23/TAG

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
Please note my direct line has changed.



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From: May Ng Nian Rou <may@libertylaw.com.sg>
Sent: Monday, July 24, 2023 3:38 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: Re: Your Ref: WD 723D (SAMWOH) ; Pre-Repair Survey for SMX 9554D ; Our Ref: CS/1138/23/TAG

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

Dear Crystal,

We refer to your email dated today.

Kindly arrange for **LKK Auto Consultants Pte Ltd** to carry out the pre-repair survey of our client's vehicle **SMX 9554D** as a 'single joint expert'.

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

Venue : TSL Auto Garage
Blk 1 Kaki Bukit Avenue 6
#01-08 Autobay @ Kaki Bukit
Singapore 417883

Contact / Tel : Mr. Long (Tel:) / 9150 9413

*Regards,
May
for and on behalf of Christine Sekhon
Liberty Law Practice LLP
133 New Bridge Road,
#17-03, Chinatown Point
Singapore 059413
DID: 9727 1122*

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Please consider the environment before printing this e-mail!

On Mon, Jul 24, 2023 at 2:55 PM Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear May,

We refer to your email dated 24/07/2023.

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) **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).

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: May Ng Nian Rou <may@libertylaw.com.sg>
Sent: Monday, July 24, 2023 2:35 PM
To: Claims SG <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: Your Ref: WD 723D ; Pre-Repair Survey for SMX 9554D ; Our Ref: CS/1138/23/TAG

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

Accident involving SMX 9554D and WD 723D along Punggol Way on 21.07.2023

Dear Sirs,

We refer to the above matter.

Please find the attachment copy of the Notice to Conduct Pre-Repair Survey dated 24 July 2023 together with our client's Accident Statement/ Traffic Police Report for your necessary action.

Kindly acknowledge receipt hereof.

*Regards,
May
for and on behalf of Christine Sekhon
Liberty Law Practice LLP
133 New Bridge Road,
#17-03, Chinatown Point
Singapore 059413
DID: 9727 1122*

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