

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 1 August 2023 4:36 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SKETCH PLAN - SLT 1894H ON 31.07.2023.pdf

REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

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    

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: Tuesday, August 1, 2023 4:34 PM
To: 'Korrie Chew' <korrie.chew@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

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
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    

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

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

From: Korrie Chew <korrie.chew@fastechauto.com.sg>
Sent: Tuesday, August 1, 2023 4:19 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

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

Without Prejudice

Dear Crystal,

Please refer to your email date on 01.08.2023.

Please arrange (**LKK Auto Consultants Pte Ltd – Marcus Chua**) to conduct the pre-repair survey.

Thank you.

Best Regards,

Korrie Chew

Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-48

Autobay Singapore 417883

Tel: 6746 5376

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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

Sent: Tuesday, 1 August 2023 3:47 pm

To: Korrie Chew <korrie.chew@fastechauto.com.sg>

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

Dear Sir/Mdm,

We refer to your email dated 01/08/2023.

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.



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    

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

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

From: Korrie Chew <korrie.chew@fastechauto.com.sg>

Sent: Tuesday, August 1, 2023 3:28 PM

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

Cc: Jason <Jason@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

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

Without Prejudice

Dear Crystal,

Please refer to your email date on 01.08.2023.

As requested, please refer to the attachment for your attention.

Thank you.

Best Regards,

Korrie Chew
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
Autobay Singapore 417883
Tel: 6746 5376
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Tuesday, 1 August 2023 3:15 pm
To: Korrie Chew <korrie.chew@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

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
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    

A Member of  **INSURANCE GROUP**

From: Korrie Chew <korrie.chew@fastechauto.com.sg>
Sent: Tuesday, August 1, 2023 2:57 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: REQUEST FOR PRE-REPAIR INSPECTION FOR SLT 1894H DOA: 31.07.2023

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

Without Prejudice

Dear Sir / Madam,

Your insured's vehicle: [SGF 3002K](#).

Date of accident: [31.07.2023](#).

Please arrange [Pre-repair Inspection](#) for my client's vehicle no: [SLT 1894H](#).

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you.

Best Regards,
Korrie Chew
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
Autobay Singapore 417883
Tel: 6746 5376
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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.