

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, September 13, 2024 11:39 AM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: (new) SA19249B0004_11-09-2024_164330.pdf

Follow Up Flag: Follow up
Flag Status: Completed

<Confidential>

Accident Involved: SLP6675L & SMJ1868A DOA 11.09.24

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.msia-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: Friday, September 13, 2024 11:38 AM
To: 'Accord Auto(Claims)' <claims@mycarworkshop.com.sg>
Subject: RE: Accident Involved: SLP6675L & SMJ1868A DOA 11.09.24

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to appoint/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: Accord Auto(Claims) <claims@mycarworkshop.com.sg>

Sent: Friday, September 13, 2024 11:31 AM

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

Subject: Re: Accident Involved: SLP6675L & SMJ1868A DOA 11.09.24

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

Dear Person In Charge,

We would like to appoint LKK Auto Consultants Pte Ltd

Thank you.

Kind regards,

Gen

Accord Auto Services Pte Ltd

10 Ang Mo Kio Ind Park 2A

#03-11 Ang Mo Kio Auto Point

Singapore 568047

Mobile : (65) 9740 0999

Tel : (65) 6481 9517

Fax : (65) 6481 9516

This email is confidential and privileged. If you are not the intended recipient, you must not view, disseminate, use or copy this email. Kindly notify the sender immediately, and delete this email from your system. Thank you.

On Fri, 13 Sept 2024 at 11:16, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 13/09/2024.

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) AJAX Inspection Services Pte Ltd
- 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) Adrian Ling	6) Chow Bo Xiong
2) Kenneth Kong	7) Patrick Soo
3) Marcus Chua	8) Victor Png
4) Ng You Han	9) Loh Teck How, Billy
5) Gary Soon	10) Adam Ng

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

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From: Accord Auto(Claims) <claims@mycarworkshop.com.sg>
Sent: Friday, September 13, 2024 11:00 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>
Subject: Accident Involved: SLP6675L & SMJ1868A DOA 11.09.24

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

Dear Officer In Charge,

I am writing to request your assistance in arranging a Pre-Repair Inspection (PRS) for my client's vehicle, registered under the number SLP6675L (IN-WORKSHOP). Please find attached the GIA report for your reference.

We kindly request a list of ten surveyors, in accordance with the GIA guidelines from April 1st, 2016. However, we would like to request that M/S FormTeam Consultancy Pte Ltd be excluded from the list of potential surveyors for this job.

We would appreciate your prompt response and assistance in this matter. If you require any further information or clarification, please do not hesitate to let us know.

Thank you for your attention to this matter.

Kind regards,
Gen
Accord Auto Services Pte Ltd
10 Ang Mo Kio Ind Park 2A
#03-11 Ang Mo Kio Auto Point
Singapore 568047

Mobile : (65) 9740 0999
Tel : (65) 6481 9517
Fax : (65) 6481 9516

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