

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, November 25, 2024 9:49 AM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: client FULL report (encrypted).pdf

<Confidential>

Our Ref: TK.RA. SNP5025X; Your insured veh: SLZ7183E (MSIG); DOA: 21.11.2024 - PRI Notice

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, 25 November 2024 9:49 AM
To: 'Corene Chong' <corene@crossbordersllc.com>
Cc: Hui Ting Tang <huiting@crossbordersllc.com>
Subject: RE: Our Ref: TK.RA. SNP5025X; Your insured veh: SLZ7183E (MSIG); DOA: 21.11.2024 - PRI Notice

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to appoint/assign **LKK Auto Consultants Pte Ltd (Kenneth Kong)** 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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From: Corene Chong <corene@crossbordersllc.com>

Sent: Monday, 25 November 2024 9:44 AM

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

Cc: Hui Ting Tang <huiting@crossbordersllc.com>

Subject: RE: Our Ref: TK.RA. SNP5025X; Your insured veh: SLZ7183E (MSIG); DOA: 21.11.2024 - PRI Notice

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

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Please be informed that w.e.f 2 December 2024, ??we will be operating from 133 New Bridge Road #09-10 Chinatown Point Singapore 059413

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Your attention is drawn to the CONFIDENTIALITY NOTICE below.

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WITHOUT PREJUDICE??

Dear Sirs/Madam

??

1. We refer to your email appended below.
2. We are instructed that our client has confirmed **Kenneth Kong from LKK Auto Consultants Pte Ltd** as single joint expert.

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3. Please be informed that the said vehicle can be inspected at:

??

Venue: RC AUTO
Address: 160 Sin Ming Drive
?? #06-20 Sin Ming Autocity

?? Singapore 575722
Contact: Mr. Tan (9761 9383)

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4. Please liaise with the above workshop directly.

??

Thank You

Corene

TEL: 6438 1323 (EXT 2004)

Litigation Department

??

CrossBorders LLC

133 New Bridge Road

#23-03/04/05 Chinatown Point

Singapore 059413

Tel:?? (65) 6438 1323

Fax:?? (65) 6438 2313??

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

Sent: Monday, November 25, 2024 8:32 AM

To: Corene Chong <corene@crossbordersllc.com>

Cc: Hui Ting Tang <huiting@crossbordersllc.com>

Subject: RE: Our Ref: TK.RA. SNP5025X; Your insured veh: SLZ7183E (MSIG); DOA: 21.11.2024 - PRI Notice

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<Confidential>

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Dear Sir/Mdm,

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We refer to your email dated 22/11/2024.

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Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

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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**

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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

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To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

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If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

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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.

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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.

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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

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Thank you & Best regards,

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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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| Co. Reg. No. 200412212G | msig.com.sg ????

??

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From: Corene Chong <corene@crossbordersllc.com>

Sent: Friday, 22 November 2024 12:27 PM

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

Cc: Hui Ting Tang <huiting@crossbordersllc.com>

Subject: Re: Our Ref: TK.RA. SNP5025X; Your insured veh: SLZ7183E (MSIG); DOA: 21.11.2024 - PRI Notice

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Your attention is drawn to the CONFIDENTIALITY NOTICE below.

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WITHOUT PREJUDICE??

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Dear Sirs

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1.????????????????? We refer to your email appended below.

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2.???????????????? As requested, kindly find attached our client Accident report for your kind attention.

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3.???????????????? Kindly let us have your list of surveyors for our client???s consideration.

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Thank You.

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Regards

Corene

TEL: 6438 1323 (ext 2004)

??

CrossBorders LLC

133 New Bridge Road

#23-03/04/05 Chinatown Point

Singapore 059413

Tel:?? (65) 6438 1323

Fax:?? (65) 6438 2313

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On Fri, 22 Nov 2024 at 09:10, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

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Dear Sir/Mdm,

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Please provide us your client???s SAS report or draft copy with full details of Company Registration no./NRIC, in order for us registered the claim.

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Thank you & Best regards,

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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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7888 | Co. Reg. No. 200412212G | msig.com.sg????  ???  ???  ???  ???

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From: Corene Chong <corene@crossbordersllc.com>
Sent: Friday, 22 November 2024 9:03 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Hui Ting Tang <huiting@crossbordersllc.com>
Subject: Our Ref: TK.RA. SNP5025X; Your insured veh: SLZ7183E (MSIG); DOA: 21.11.2024 - PRI Notice
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VERY URGENT??

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TO: MSIG Insurance (Singapore) Pte Ltd
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Dear Sirs/Madam
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NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION
CLAIMANT: NG CHEONG JIN
TRAFFIC ACCIDENT ON 21/11/2024 AT 11:00 HRS ALONG CENTRAL EXPRESSWAY INVOLVING VEHICLES
NO.??SNP5025X & SLZ7183E
??

We are instructed by??**NG CHEONG JIN** to notify you of a road accident on??**21/11/2024** at about **11:00** hrs along??**CENTRAL EXPRESSWAY** involving our client???'s vehicle registration number??**SNP5025X** and vehicle registration number??**SLZ7183E** driven by your insured at the material time. A copy of the Singapore accident statement/traffic police report filed is enclosed.

??
As a result of the accident, our client???'s vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days (excluding any intervening Saturday, Sunday and Public Holiday) of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

??
Please be informed that the said vehicle can be inspected at:

??
Venue:???????????????????? RC AUTO
Address:???????????????????? 160 Sin Ming Drive
#06-20 Sin Ming Autocity
Singapore 575722
Contact:???????????????????? Mr. Tan (9761 9383)

??
Please revert accordingly.
??
Thank You
Corene
TEL: 6438 1323 (EXT 2004)
Litigation Department
CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413
Tel:?? (65) 6438 1323
Fax:?? (65) 6438 2313??

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