

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, November 26, 2024 10:19 AM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: 9413A-001.pdf; 9413A.pdf; SKS4109P Report.pdf

<Confidential>

Notice of PRI Your ref: FBR 5682E DOA: 24.11.2024 Our ref: SRSTP.9413A.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.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: Tuesday, 26 November 2024 10:18 AM
To: Ong & Shan LLC <ongshanllc@gmail.com>
Cc: Hua Meng <huameng@live.com.sg>
Subject: RE: Notice of PRI Your ref: FBR 5682E DOA: 24.11.2024 Our ref: SRSTP.9413A.24

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to appoint/assign **LKK Auto Consultants Pte Ltd (Adrian Ling)** 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: Ong & Shan LLC ongshanllc@gmail.com

Sent: Tuesday, 26 November 2024 10:13 AM

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

Cc: Hua Meng huameng@live.com.sg

Subject: Re: Notice of PRI Your ref: FBR 5682E DOA: 24.11.2024 Our ref: SRSTP.9413A.24

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

Dear Sir/Madam,

We refer to the above matter and your email on an even date.

Kindly find enclosed our client's reply for your kind attention and action.

Thank you

Warmest Regards,

CM Chen

M/s Ong & Shan LLC

Block 184 Toa Payoh Central

#02-364 Singapore 310184

Tel: 6224 9847 Fax : 6254 7261

Email: ongshanllc@gmail.com

On Tue, Nov 26, 2024 at 9:22 AM Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 25/11/2024.

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

Please note my direct line has changed.



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

From: Ong & Shan LLC <ongshanllc@gmail.com>

Sent: Monday, 25 November 2024 4:32 PM

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

Cc: Hua Meng <huameng@live.com.sg>

Subject: Notice of PRI Your ref: FBR 5682E DOA: 24.11.2024 Our ref: SRSTP.9413A.24

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

Dear Sirs,

We refer to the above matter.

Kindly find enclosed the notice of PRI for your perusal.

Thank you

Warmest Regards,

CM Chen

M/s Ong & Shan LLC

Block 184 Toa Payoh Central

#02-364 Singapore 310184

Tel: 6224 9847 Fax : 6254 7261

Email: ongshanllc@gmail.com

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