

Hueh Yin (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Monday, December 16, 2024 10:09 AM
To: assignments; admin-d
Subject: Survey Request - Manual Assign
Attachments: Full_accident_report_10052122_09-12-2024_101147.pdf

<Confidential>

3rd party claim SME44T/FBW114K (MSIG) 09.12.24

Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

Password will be sent separately.

Thank you.

Ong Zi Hui
Senior Admin Officer, Claims Services
D: +65 6012 1318 | zihui_ong@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, 16 December 2024 10:07 AM
To: Tropical Success <tsac303@singnet.com.sg>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SME44T/FBW114K (MSIG) 09.12.24

Hi Calvin,

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.

Ong Zi Hui

Senior Admin Officer, Claims Services

D: +65 6012 1318 | zihui_ong@sg.msia-asia.com

Please note my direct line has changed.



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From: Tropical Success <tsac303@singnet.com.sg>

Sent: Monday, 16 December 2024 9:52 AM

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

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SME44T/FBW114K (MSIG) 09.12.24

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

Dear MSIG

Please assign to LKK.

Regards

Calvin

Tropical Success Auto Care

Blk 5032 Ang Mo Kio Ind Park 2

#01-303 S(569535)

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

Sent: Monday, December 16, 2024 9:43 AM

To: Tropical Success <tsac303@singnet.com.sg>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SME44T/FBW114K (MSIG) 09.12.24

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 14/12/2024.

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

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.

Ong Zi Hui
Senior Admin Officer, Claims Services
D: +65 6012 1318 | zihui_ong@sg.msig-asia.com
Please note my direct line has changed.



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From: Tropical Success <tsac303@singnet.com.sg>
Sent: Saturday, 14 December 2024 11:20 AM
To: Claims SG <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SME44T/FBW114K 09.12.24

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

Dear MSIG claim dept

Please send us your list of panel surveyors for 3rd party survey of vehicle SME44T. Your insured is FBW114K. Password: SME44T7587B.

Regards
Calvin
Tropical Success Auto Care
Blk 5032 Ang Mo Kio Ind Park 2
#01-303 S(569535)

From: Eric <ngeric01@gmail.com>
Sent: Monday, December 9, 2024 10:22 AM
To: tsac303@singnet.com.sg
Subject: Fwd:

Password:

SME44T7587B

Sent from my iPhone

Begin forwarded message:

From: Eric <ngeric01@gmail.com>
Date: 9 December 2024 at 10:17:56 AM SGT
To: tsac303@singnet.com.sg

Hi William,

Attached is the car SME44T accident report.

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