

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, July 23, 2024 8:09 AM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SMJ9019G - GIA...pdf

<Confidential>

PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

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

From: Motor Survey
Sent: Tuesday, July 23, 2024 8:08 AM
To: 'Claims ARCO' <claims@arcolaw.sg>
Subject: RE: PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

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: Claims ARCO <claims@arcolaw.sg>

Sent: Monday, July 22, 2024 5:50 PM

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

Subject: Re: PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

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

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to your below email.

We would like to appoint **LKK -Adrian Lingas** our mutual surveyor - SJE.

Kindly liaise with the repairer for the survey.

Thanks.

Please note that we have moved to 229 Mountbatten Road #03-17 Mountbatten Square Singapore 398007 from 1st May onwards. Therefore, please update the records at your end and send all future communications to our new mailing address.

Our phone numbers and email addresses will remain the same, so reaching out to us as usual. For more information, kindly contact us at 62230986

Best Regards,

Yuna

ARCO LAW LLC

229 Mountbatten Road

#03-17 Mountbatten Square Singapore 398007

Website : www.arcolaw.sg



Important: the contents of this e-mail (including any attachments) is confidential and may be subject to legal professional privilege. If you are not the addressee indicated in this message, you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

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

Sent: Monday, July 22, 2024 4:16 PM

To: Claims ARCO <claims@arcolaw.sg>

Subject: RE: PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 22/07/2024.

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) **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	
5) Gary Soon	

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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From: Claims ARCO <claims@arcolaw.sg>

Sent: Monday, July 22, 2024 3:48 PM

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

Subject: Re: PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

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

WITHOUT PREJUDICE

Dear Sir/madam,

Kindly find the enclosed as requested.

Thanks.

Please note that we have moved to 229 Mountbatten Road #03-17 Mountbatten Square Singapore 398007 from 1st May onwards. Therefore, please update the records at your end and send all future communications to our new mailing address.

Our phone numbers and email addresses will remain the same, so reaching out to us as usual.

For more information, kindly contact us at 62230986

Best Regards,

Yuna

ARCO LAW LLC

229 Mountbatten Road
#03-17 Mountbatten Square Singapore 398007
Website : www.arcolaw.sg



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

Sent: Monday, July 22, 2024 3:37 PM

To: Claims ARCO <claims@arcolaw.sg>

Subject: RE: PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

<Confidential>

Dear Sir/Mdm,

Please provide us with your client's SAS report or draft copy, in order for us 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

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From: Claims ARCO <claims@arcolaw.sg>

Sent: Monday, July 22, 2024 3:20 PM

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

Subject: PRI : Our Reference: SMJ 9019G | Your Reference: SFZ 9813D ,ALONG BKE EXIT 7 TO MANDAI ROAD ON 22/07/2024

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

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above captioned matter.

Our Reference: SMJ9019G- ADVANCE AUTO
Your Reference: SFZ9813D

We are instructed to notify you of a road accident on **22/07/2024** at about **07:51** hours **ALONG BKE EXIT 7 TO MANDAI ROAD** involving our client's vehicle registration number **SMJ9019G** and vehicle registration number **SFZ9813D** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you 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.

Kindly let us have the list of surveyors.

The workshop details are as follows:

ADVANCE AUTO GARAGE
VICOM BUILDING NO.23 KAKI BUKIT AVE 4 ,
#04-01
SINGAPORE 415933
Contact Person: XAVIER LIM 9007 9247

***Please be in touch with the contact person for further arrangement.**

In the event you fail to conduct the pre-repair survey within the next 2 working days, excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Thanks.

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Our phone numbers and email addresses will remain the same, so reaching out to us as usual.
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