

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, July 25, 2024 4:47 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: image009.wmz; Client's GIA Report JW.pdf

Follow Up Flag: Follow up
Flag Status: Completed

<Confidential>

OUR REF :AW1-jgv-ins-V1-123054-2024(jw) YOUR REF: YQ2825M

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



A Member of **MS&AD** INSURANCE GROUP

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From: Motor Survey
Sent: Thursday, July 25, 2024 4:45 PM
To: 'Jacqui Wong' <jacquiwong@visionlawllc.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>
Cc: 'V-TECH AUTO SERVICE' <vtech.autoservice@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-V1-123054-2024(jw) YOUR REF: YQ2825M

Dear Sir/Mdm,

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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@sq.msia-asia.com

Please note my direct line has changed.



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From: Jacqui Wong <jacquiwong@visionlawllc.com>

Sent: Thursday, July 25, 2024 4:42 PM

To: Motor Survey <motorsurvey@sg.msia-asia.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>

Cc: 'V-TECH AUTO SERVICE' <vtech.autoservice@gmail.com>

Subject: RE: OUR REF :AW1-jgv-ins-V1-123054-2024(jw) YOUR REF: YQ2825M

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

Dear Crystal,

PRE-REPAIR SURVEY

CLAIMANT: BG SERVICES PTE. LTD

ACCIDENT INVOLVING SBD 988 E & YQ 2825 M ON 23rd JULY 2024 AT ALONG ALPS AVENUE TOWARDS LOYANG AT ABOUT 11:55 HOURS

We refer to your email dated 25th July 2024.

TAKE NOTICE that we object to all your surveyors stated in your said List, for appointment as the Single Joint Expert.

Pursuant to Pre-Action Protocol for NIMA cases, we now propose for appointment as Single Joint Expert the following surveyors for your consideration:-

1. AEON CONSULTANTS

Please also be informed that our client's vehicle is available for Pre-repair inspection as follows:-

Venue : V TECH AUTO SERVICE
No.1 Soon Lee Street
#06-04/05
Pioneer Centre
Singapore 627605

Contact : Miss Chong (Tel: 62646222)

Please let us have a copy of your insured's GIA Report.

Thank you.

Jacqui Wong (JW)
(Secretary to Ms Audrey Wong)

VISION LAW LLC
133 New Bridge Road
#25-03/04/05
Chinatown Point
Singapore 059413
Tel: 65342813 [Ext 111]

From: Motor Survey [<mailto:motorsurvey@sg>]
Sent: Thursday, 25 July, 2024 4:15 PM
To: Jacqui Wong <jacquiwong@visionlawllc.com>
Cc: 'V-TECH AUTO SERVICE' <vtech.autoservice@vtech.sg>
Subject: RE: OUR REF :AW1-jgv-ins-V1-123054

<Confidential>

For Surveyor

Please initial here after completion of pre-repair survey.
Thank you.

Appointed Surveyor: _____
Name & Signature

Contact : _____

Date & Time _____

Surveyor during repair : _____

Date & Time : _____

Surveyor after repair : _____

Date & Time : _____

Dear Sir/Mdm,

We refer to your email dated 25/07/2024.

We propose one of the motor surveyor names in the list below to conduct the joint pre-repair survey as the single joint expert.

- 1) FormTeam Consultancy Pte Ltd
- 2) LKK Auto Consultants Pte Ltd
- 3) Appraisal VP Pte Ltd (**unavailable on 26 July 2024**)
- 4) AJAX Inspection Services Pte Ltd
- 5) **MSIG In-House Surveyors (unavailable on 24 & 25 July 2024)**

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) Frankie Pang	6) Marcus Chua
2) Chow Bo Xiong	7) Victor Png
3) Ng You Han	

4) Bryan Ang	
5) Kenneth Kong	

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.

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.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Moving forward, please email your survey request to 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: Jacqui Wong <jacquiwong@visionlawllc.com>

Sent: Thursday, July 25, 2024 4:03 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>

Cc: 'V-TECH AUTO SERVICE' <vtech.autoservice@gmail.com>

Subject: RE: OUR REF :AW1-jgv-ins-V1-123054-2024(jw) YOUR REF: YQ2825M

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

Dear Crystal,

PRE-REPAIR SURVEY

CLAIMANT: BG SERVICES PTE. LTD

ACCIDENT INVOLVING SBD 988 E & YQ 2825 M ON 23rd JULY 2024 AT ALONG ALPS AVENUE TOWARDS LOYANG AT ABOUT 11:55 HOURS

We refer to your email of even date.

As requested, we enclose herewith our Client's GIA Report.

Please let us have the PRS list as soon as possible and also let us have a copy of your insured's GIA Report,

Thank you.

Jacqui Wong (JW)
(Secretary to Ms Audrey Wong)

VISION LAW LLC
133 New Bridge Road
#25-03/04/05
Chinatown Point
Singapore 059413
Tel: 65342813 [Ext 111]

From: Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]
Sent: Thursday, 25 July, 2024 8:52 AM
To: Jacqui Wong <jacquiwong@visionlawllc.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>
Cc: 'V-TECH AUTO SERVICE' <vtech.autoservice@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-V1-SBD988E-2024(jw) YOUR REF: YQ2825M

<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
Please note my direct line has changed.



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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: Jacqui Wong <jacquiwong@visionlawllc.com>
Sent: Thursday, July 25, 2024 8:34 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>; 'JenniferGuay' <jenniferguay@visionlawllc.com>
Cc: 'V-TECH AUTO SERVICE' <vtech.autoservice@gmail.com>
Subject: RE: OUR REF :AW1-jgv-ins-V1-SBD988E-2024(jw) YOUR REF: YQ2825M

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

MSIG INSURANCE (SINGAPORE) PTE. LTD.
Attention: Motor Claim Department

Dear Sir,

PRE-REPAIR SURVEY

CLAIMANT: BG SERVICES PTE. LTD

ACCIDENT INVOLVING SBD 988 E & YQ 2825 M ON 23rd JULY 2024 AT ALONG ALPS AVENUE TOWARDS LOYANG AT ABOUT 11:55 HOURS

We are instructed by **BG SERVICES PTE. LTD** to notify you of a road accident on **23rd JULY 2024 AT ALONG ALPS AVENUE TOWARDS LOYANG AT ABOUT 11:55 HOURS** involving our client's **SBD 988 E & YQ 2825 M** driven by your driver 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 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.

Thank you.

Jacqui Wong (JW)
(Secretary to Ms Audrey Wong)

VISION LAW LLC
133 New Bridge Road
#25-03/04/05
Chinatown Point
Singapore 059413
Tel: 65342813 [Ext 111]

VISION LAW LLC
Advocates & Solicitors
(Incorporated with limited liability)
Unique Entity No. 200721148H
Address : 133 New Bridge Road #25-03/04/05

For Surveyor

Please initial here after completion of pre-repair survey.
Thank you.

Appointed Surveyor: _____
Name & Signature

Contact: _____

Date & Time _____

Surveyor during repair: _____

Date & Time: _____

Surveyor after repair: _____

Date & Time: _____

DISCLAIMER:

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