

Rajes (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, July 30, 2024 5:00 PM
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SNF5236G GIA.pdf

Follow Up Flag: Follow up
Flag Status: Completed

<Confidential>

PRI - SNF5236G CLAIMING AGAINST FBT2116H (MSIG), DOA: 30/07/2024

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



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

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

From: Motor Survey
Sent: Tuesday, July 30, 2024 4:59 PM
To: 'Mohamed Nashik' <mohamed.nashik@ow.sg>
Cc: Joseph Low <joseph@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Vincci Khoo <vincci.khoo@ow.sg>
Subject: RE: PRI - SNF5236G CLAIMING AGAINST FBT2116H (MSIG), DOA: 30/07/2024

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

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

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

From: Mohamed Nashik <mohamed.nashik@ow.sg>

Sent: Tuesday, July 30, 2024 4:46 PM

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

Cc: Joseph Low <joseph@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Vincci Khoo <vincci.khoo@ow.sg>

Subject: RE: PRI - SNF5236G CLAIMING AGAINST FBT2116H (MSIG), DOA: 30/07/2024

<Confidential>

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

Dear Motor Claims Department,

We appointed LKK Auto Consultants - Kenneth
Kindly advise who is the officer in charge for this case.

Thank you.

Best Regards,

Mohamed Nashik (Mr.)

Motor Claims Executive
D: (+65) 6481 1522 | F: (+65) 6481 1011

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625
Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733
Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047
Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339
Tel: (+65) 6472 1313
Tel: (+65) 6481 1522
Tel: (+65) 6452 6868

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

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

Sent: Tuesday, July 30, 2024 4:38 PM

To: Mohamed Nashik <mohamed.nashik@ow.sg>

Cc: Joseph Low <joseph@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Vincci Khoo <vincci.khoo@ow.sg>

Subject: RE: PRI - SNF5236G CLAIMING AGAINST FBT2116H (MSIG), DOA: 30/07/2024

<Confidential>

Dear Sir/Mdm,

We refer to your email dated 30/07/2024.

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.



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

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

From: Mohamed Nashik <mohamed.nashik@ow.sg>

Sent: Tuesday, July 30, 2024 4:08 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Cc: Joseph Low <joseph@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Vincii Khoo <vincii.khoo@ow.sg>

Subject: PRI - SNF5236G CLAIMING AGAINST FBT2116H (MSIG), DOA: 30/07/2024

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

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

***Vehicle is in the workshop.**

Thank you.

Best Regards,

Mohamed Nashik (Mr.)

Motor Claims Executive

D: (+65) 6481 1522 | F: (+65) 6481 1011

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.