

21/01/2019

REF BY:

REF

223/MSG19014309/ d3

Special Instruction

Survey:

ASSIGNMENT (Office)

From (Person):

Crystal Lee

of

M&C

Date/Time:

16/8/19 @ 226pm

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SME 6509E

Insured:

SLV 974G

at Workshop m/c

Galaxy Moto

Tel:

9010 8188

of

13 kaki Bukit Road 4 #01-23

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

11/8/19

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

3 19pm 16/8/19

Person Contacted:

William

Vehicle: IN / OUT

Date/Time

Action/Instruction. ~~Island~~ (X)

SME 6409E - X

SLV 974G

17/8

Cancel case due to double reference. Refer to 223/MSG19014309/ Act 382

17/8/19

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 16 August 2019 2:26 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned (Survey the vehicle by today)

Importance: High

PRE-REPAIR SURVEY- ACCIDENT INVOLVING SME6509E AND SLV974G ON 11TH AUGUST 2019 [RSS/1908-7415 (GA)(PIPD)]

Manual Assigned

Dear LKK,

Refer to the email, please arrange survey the vehicle by today.

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

Please contact us ASAP if you cannot attend this assignment

Thank you & Best regards,

Crystal Lee
Admin Officer, Claims Services (In-House Survey)
D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Helene Phua
Sent: Friday, 16 August, 2019 2:22 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: PRE-REPAIR SURVEY- ACCIDENT INVOLVING SME6509E AND SLV974G ON 11TH AUGUST 2019 [RSS/1908-7415 (GA)(PIPD)]

Have a great week ahead!

Helene Phua
Admin Assistant, Claims Services
D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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

From: Helene Phua

Sent: Friday, 16 August, 2019 2:20 PM

To: 'Lua Siew Hui' <lua_siewhui@rssolomon.com>

Cc: Natalie Ng <natalie_ng@rssolomon.com>; Wendy Jiang <wendy_jiang@rssolomon.com>; Nabilah Rasol <nabilah_rasol@sg.msig-asia.com>; Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Subject: RE: PRE-REPAIR SURVEY- ACCIDENT INVOLVING SME6509E AND SLV974G ON 11TH AUGUST 2019 [RSS/1908-7415 (GA)(PIPD)]

Hi Siew Hui,

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 the following surveyor M/s LKK Auto Consultants Pte Ltd for your claim.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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

From: Lua Siew Hui [mailto:lua_siewhui@rssolomon.com]

Sent: Friday, 16 August, 2019 2:07 PM

To: Helene Phua <helene_phua@sg.msig-asia.com>

Cc: Natalie Ng <natalie_ng@rssolomon.com>; Wendy Jiang <wendy_jiang@rssolomon.com>; Nabilah Rasol <nabilah_rasol@sg.msig-asia.com>; Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Subject: Re: PRE-REPAIR SURVEY- ACCIDENT INVOLVING SME6509E AND SLV974G ON 11TH AUGUST 2019 [RSS/1908-7415 (GA)(PIPD)]

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

Dear Helene,

We refer to your email of even date.

We write to inform that our client will be appointing his own Surveyors.

In this respect, please arrange your Surveyors to contact Mr. William Ang of Galaxy Auto Care Pte Ltd at mobile no. 90108488 for a pre-repair survey of our client's vehicle located at 13 Kaki Bukit Road 4 #01-23 Bartley Biz Centre Singapore 417807.

Thank you and Best Regards,

Lua Siew Hui | Legal Executive

R. S. Solomon LLC | 正氣律師事務所

Advocates & Solicitors

300 Beach Road The Concourse #12-03/04 Singapore 199555

t +65 6817 7498 | f +65 6292 2665 | e lua_siewhui@rssolomon.com | w www.rssolomon.com

The contents of this email (including any attachment) are strictly confidential and may contain privileged information. If you are not the intended recipient, please notify us IMMEDIATELY and delete this email (including any attachments) from your computer system. Thank you.

On Fri, Aug 16, 2019 at 1:18 PM Helene Phua <helene_phua@sg.msig-asia.com> wrote:

Hi Siew Hui,

We refer to your email dated 16/08/2019.

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) Automobile Inspection Services Pte Ltd
- 4) STA Inspection Pte Ltd
- 5) MSIG In-House Surveyors (Appointment is full on 16/08/2019)

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) Calvin Ang	6) Frankie Pang
2) Kenneth Kong	7) Ng You Han
3) Marcus Chua	8) Gary Soon
4) Henry Ng	9) Chow Bo Xiong
5) Lau Kwok Kwong	10) Axel Lee

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. Moving forward, please email your survey request to motorsurvey@sg.msig-asia.com

Thank you.

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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

From: Lua Siew Hui [mailto:lua_siewhui@rssolomon.com]
Sent: Friday, 16 August, 2019 9:22 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Natalie Ng <natalie_ng@rssolomon.com>; Wendy Jiang <wendy_jiang@rssolomon.com>
Subject: Fwd: PRE-REPAIR SURVEY- ACCIDENT INVOLVING SME6509E AND SLV974G ON 11TH AUGUST 2019 [RSS/1908-7415 (GA)(PIPD)]

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

Dear Sirs,

We refer to the above matter.

We have on 14th August 2019 at about 1100hrs wrote to you via email notifying you of the aforesaid accident and if you have intention to conduct a pre-repair survey of our client's vehicle.

However to-date, we have yet to hear from you. Please let us have your urgent response before 12noon today failing which our client shall proceed to repair his vehicle without further reference to you.

To expedite the matter, we re-attached the following documents for your immediate attention/action:-

1. Our letter of even date, and
2. GIA and Police Report lodged by our client.

The contact details of our client's repairers are append below:-

Galaxy Auto Care Pte Ltd

13 Kaki Bukit Road 4 #01-23 Bartley Biz Centre Singapore 417807

Contact Person: Mr. William Ang

Contact No.: 90108488

In the meantime, our client's rights are expressly reserved.

Best Regards,

Lua Siew Hui | Legal Executive

R. S. Solomon LLC | 正氣律師事務所

Advocates & Solicitors

300 Beach Road The Concourse #12-03/04 Singapore 199555

t +65 6817 7498 | f +65 6292 2665 | e lua_siewhui@rssolomon.com | w www.rssolomon.com

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----- Forwarded message -----

From: **Lua Siew Hui** <lua_siewhui@rssolomon.com>

Date: Wed, Aug 14, 2019 at 11:00 AM

Subject: PRE-REPAIR SURVEY- ACCIDENT INVOLVING SME6509E AND SLV974G ON 11TH AUGUST 2019 [RSS/1908-7415 (GA)(PIPD)]

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

Cc: Natalie Ng <natalie_ng@rssolomon.com>

Dear Sirs,

We act for the owner ('our Client') of vehicle no. SME6509E.

Our Client's vehicle was involved in the aforesaid accident with your insured's vehicle no. SLV974G at the material time. As a result, our Client's vehicle was damaged and before our Client proceeds to repair his vehicle, please let us know within 2 working days upon receipt of this notice whether you intend to conduct a pre-repair survey of our Client's vehicle within the stipulated timeline, our Client will proceed to repair his vehicle without further reference to you.

Please see below the following documents for your necessary action:-

1. Our letter of even date; and
2. GIA and Police Report lodged by our client.

Let us hear from you soonest.

Thank you and best regards,

Lua Siew Hui | Legal Executive

R. S. Solomon LLC | 正氣律師事務所

Advocates & Solicitors

300 Beach Road The Concourse #12-03/04 Singapore 199555

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