

REF: CS/MSG19014802/ d3

ASS. REC. BY:

REF: CS/MSG19014802/ d3

Special Instructions:

Assigner:

ASSIGNMENT (Office)

From (Person): Ong zi Hui

of MS19

Date/Time: 22/8/19 @ 12.26pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

PA 27 D

Insured:

9W1802

at Workshop m/s

Feiden Bus

Tel:

6467 0956

of

No. 6 Sungai Keroh way

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 1/8/19

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 1.47pm @ 22/8/19

Person Contacted:

Feiden

Vehicle IN/OUT

Date/Time

Action/Instruction Estimated

PA 27 D - X

9W1802 - X

21/11/19 @

2.58pm Email FASKA, check the status of survey arrangement.

22/11/19 -

tp owner already withdrew claim.

Requested for insurance through email and messenger. *Celine* 25/11/19

## Nivitha (LKK Auto)

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Friday, 22 November 2019 5:10 PM  
**To:** 'Winnie Chua'; 'Jowyn Tay'  
**Cc:** 'Helene Phua'; 'Crystal Lee'; 'Ong Zi Hui'; assignments; SUR  
**Subject:** RE: Survey Request - Manual Assigned TP PA27D DOA: 04/08/19 SJW180Z (MSIG)  
TP already surveyed the car when LKK went down  
**Attachments:** RE: PA 27D ; TP ; WP ; MSIG (25.2 KB)

Dear Sir/Mdm,

Kindly refer to the attached email.

Please be informed that according to the repairer, TP owner already withdraw the claim.

We will close this file at our end without billing.

No survey was done for this vehicle.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Winnie Chua [mailto:[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)]  
**Sent:** Friday, 23 August 2019 6:21 PM  
**To:** Jowyn Tay <[jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)>  
**Cc:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: Survey Request - Manual Assigned TP PA27D DOA: 04/08/19 SJW180Z (MSIG) TP already surveyed the car when LKK went down

Dear Jowyn,

TP already surveyed the car when LKK went down.

## View Sent Message

This mail is associated with :

**\*PA27D (602637)**  
**[SJW180Z]**

TP

GOH TRANSPORT SERVICES CO PTE LTD

Aug 4 2019 11:00AM

[MOH SIEW LAN]

Feida Bus Consortium Pte Ltd

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**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 22/11/2019 17:09 PM.  
**To** jowyn\_tay@sg.msig-asia.com; SGSGOZH  
**Subject** PA 27D

Dear Sir/Mdm,

Please be informed that according to the repairer, TP owner already withdraw the claim.

We will close this file at our end without billing.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

### DOCUMENTS SUMMARY

There are no documents.

## Nivitha (LKK Auto)

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**From:** feida claims <claims@feida.com.sg>  
**Sent:** Thursday, 21 November 2019 9:39 AM  
**To:** 'Admin-D (LKKAuto)'  
**Cc:** 'assignments'  
**Subject:** RE: PA 27D ; TP ; WP ; MSIG

Dear Nivitha,

The owner of the vehicle would like to withdrawn this case. Kindly take note.

Thanks and Best Regards,

Faika



**Feida Bus Consortium Pte Ltd**  
Tel: 6467 0956 (ext. 112) Fax: 6469 4319  
Email: [claims@feida.com.sg](mailto:claims@feida.com.sg)  
No. 6 Sungei Kadut Way  
Singapore 728786

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**From:** Admin-D (LKKAuto) [mailto:admin-d@lkkauto.com]  
**Sent:** 22 August, 2019 6:11 PM  
**To:** 'Claims @Feida' <claims@feida.com.sg>  
**Cc:** assignments <assignments@lkkauto.com>  
**Subject:** RE: PA 27D ; TP ; WP ; MSIG

Dear Faika,

Noted with thanks.

Best Regards.

**G.NIVITHA**  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims @Feida [mailto:claims@feida.com.sg]  
**Sent:** Thursday, 22 August 2019 3:34 PM  
**To:** 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>

## Shiau Chan (LKKAUTO)

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**From:** feida claims <claims@feida.com.sg>  
**Sent:** Thursday, 21 November 2019 4:34 PM  
**To:** Shiau Chan (LKKAUTO)  
**Subject:** RE: KINDLY ASSIST TO CHECK THE STATUS OF SURVEY ARRANGEMENT OF VEHICLE PA 27D (DOA: 04/08/2019)

Dear Shiau Chan,

The owner wanted to cancel the case.

Thanks and Best Regards,  
Faika



**Feida Bus Consortium Pte Ltd**  
Tel: 6467 0956 (ext. 112) Fax: 6469 4319  
Email: [claims@feida.com.sg](mailto:claims@feida.com.sg)  
No. 6 Sungei Kadut Way  
Singapore 728786

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**From:** Shiau Chan (LKKAUTO) [mailto:[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)]  
**Sent:** 21 November, 2019 2:54 PM  
**To:** [claims@feida.com.sg](mailto:claims@feida.com.sg)  
**Subject:** KINDLY ASSIST TO CHECK THE STATUS OF SURVEY ARRANGEMENT OF VEHICLE PA 27D (DOA: 04/08/2019)

Dear Faika,

Kindly assist to check the status of survey arrangement of above vehicle.

Best Regards,

**Shiau Chan (Ms) | Case Handler**

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## Nivitha (LKK Auto)

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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Friday, 23 August 2019 6:21 PM  
**To:** Jowyn Tay  
**Cc:** Helene Phua; Crystal Lee; Ong Zi Hui; Admin-D (LKKAuto); assignments  
**Subject:** FW: Survey Request - Manual Assigned TP PA27D DOA: 04/08/19 SJW180Z (MSIG)  
TP already surveyed the car when LKK went down

Dear Jowyn,

TP already surveyed the car when LKK went down.

Best Regards

Winnie Chua  
Senior Admin Officer, Claims Services (In-House Survey)  
Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



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](http://msig.com.sg)



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**From:** Admin-D (LKKAuto) [mailto:[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)]  
**Sent:** Friday, 23 August 2019 5:47 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Subject:** RE: Survey Request - Manual Assigned

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

Dear Sir/Mdm,

Please be informed that my surveyor went down to survey the vehicle PA 27D today and he was told by the workshop that vehicle already repaired and released.

Kindly assist on this matter.

Best Regards.

G.NIVITHA  
LKK Auto Consultants Pte Ltd  
Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## **Nivitha (LKK Auto)**

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Thursday, 22 August 2019 12:26 PM  
**To:** assignments@lkkauto.com; admin-d@lkkauto.com  
**Cc:** Crystal Lee  
**Subject:** Survey Request - Manual Assigned

### **Traffic Accident on 04/08/2019 involving PA 27 D and SJW180Z along 11 Mount Faber Road**

#### **Manual Assigned**

Dear LKK,

Refer to the email below, please survey the vehicle.

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.

Ong Zi Hui  
Admin Officer, Claims Services  
D: +65 6643 1320 | F: +65 6225 7402 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@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](http://msig.com.sg)



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**From:** Helene Phua  
**Sent:** Thursday, 22 August, 2019 10:25 AM  
**To:** 'feida claims' <[claims@feida.com.sg](mailto:claims@feida.com.sg)>  
**Cc:** Jowyn Tay <[jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)>  
**Subject:** RE: Traffic Accident on 04/08/2019 involving PA 27 D and SJW180Z along 11 Mount Faber Road

Hi Faika,

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.

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](mailto:helene_phua@sg.msig-asia.com)



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** feida claims [<mailto:claims@feida.com.sg>]

**Sent:** Wednesday, 21 August, 2019 6:09 PM

**To:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>

**Cc:** Jowyn Tay <[jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)>

**Subject:** RE: Traffic Accident on 04/08/2019 involving PA 27 D and SJW180Z along 11 Mount Faber Road

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

Dear Helene,

We would like to choose LKK Auto Consultants Pte Ltd for the survey.

Thanks and Best Regards,  
Faika



**Feida Bus Consortium Pte Ltd**

Tel: 6467 0956 (ext. 112) Fax: 6469 4319

Email: [claims@feida.com.sg](mailto:claims@feida.com.sg)

No. 6 Sungei Kadut Way

Singapore 728786

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**From:** Helene Phua [[mailto:helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)]

**Sent:** 21 August, 2019 4:50 PM

**To:** [claims@feida.com.sg](mailto:claims@feida.com.sg)

**Cc:** Jowyn Tay <[jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)>

**Subject:** RE: Traffic Accident on 04/08/2019 involving PA 27 D and SJW180Z along 11 Mount Faber Road

Hi Faika,



We refer to your email dated 21/08/2019.

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**

\*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](mailto: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](mailto:helene_phua@sg.msig-asia.com)



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**From:** Claims @Feida [<mailto:claims@feida.com.sg>]

**Sent:** Wednesday, 21 August 2019 2:39 PM

**To:** Nabilah Rasol <nabilah\_rasol@sg.msig-asia.com>

**Subject:** Traffic Accident on 04/08/2019 involving PA 27 D and SJW180Z along 11 Mount Faber Road

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

Dear Sirs,

We've faxed over to submit a third party claim for Traffic accident on 12/08/2019 involving PC5603Y and SHB4053R along Sungei Kadut Way.

Attached is documents for your references.

Kindly provide us a list of 10 surveyors as SJE.

Thanks and Best Regards,

Faika



**Feida Bus Consortium Pte Ltd**

Tel: 6467 0956 (ext. 112) Fax: 6469 4319

Email: [claims@feida.com.sg](mailto:claims@feida.com.sg)

**No. 6 Sungei Kadut Way**

**Singapore 728786**

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