

Denise Tay (LKKAuto)

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Tuesday, 8 October 2019 10:27 AM
To: Denise Tay (LKKAuto)
Cc: Ong Zi Hui; Crystal Lee
Subject: RE: Survey Request - Manual Assigned

Dear Denise,

Driver confirmed 29/08/19. We have shared the addendum in Merimen.

Regards,

Monica Chung
Executive, Claims Services
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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



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

From: Monica Chung
Sent: Tuesday, October 08, 2019 10:15 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: RE: Survey Request - Manual Assigned

Dear Denise,

Unable to verify with insured and workshop as they are both uncontactable.

Regards,

Monica Chung
Executive, Claims Services
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com



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

From: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]
Sent: Tuesday, October 08, 2019 10:05 AM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; Crystal Lee <crystal_lee@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 All,

Would like to clarify on the accident date if it's 1st sept 5.30pm(TP GIA) or 29th august 2pm

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Monday, 7 October 2019 3:01 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Ong Zi Hui' <zihui_ong@sg.msig-asia.com>

Subject: RE: Survey Request - Manual Assigned

Dear All,

Would like to clarify on the accident date if it's 1st sept 5.30pm(TP GIA) or 29 aug 2pm

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 3 September 2019 1:13 PM

To: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Ong Zi Hui' <zihui_ong@sg.msig-asia.com>

Subject: RE: Survey Request - Manual Assigned

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 3 September, 2019 12:06 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Survey Request - Manual Assigned

Pre-Repair Inspection for SMG4330E // Accident on 29/08/2019 @ 14:00HR at along Outside 8 Jurong Pier Road involving Vehicle Number SMG4330E & GBE890Y (MSIG)

Manual Assigned

Dear LKK,

Refer to the email below, please arrange 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 & 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



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

From: Helene Phua
Sent: Tuesday, 3 September, 2019 10:41 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: Pre-Repair Inspection for SMG4330E // Accident on 29/08/2019 @ 14:00HR at along Outside 8 Jurong Pier Road involving Vehicle Number SMG4330E & GBE890Y (MSIG)

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  INSURANCE GROUP

From: Helene Phua
Sent: Tuesday, 3 September, 2019 10:41 AM
To: 'Zoom Autowerks' <zoomautowerks@gmail.com>
Cc: Monica Chung <Monica_Chung@sg.msig-asia.com>
Subject: RE: Pre-Repair Inspection for SMG4330E // Accident on 29/08/2019 @ 14:00HR at along Outside 8 Jurong Pier Road involving Vehicle Number SMG4330E & GBE890Y (MSIG)

Hi,

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. 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.

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  INSURANCE GROUP

From: Zoom Autowerks [<mailto:zoomautowerks@gmail.com>]
Sent: Monday, 2 September, 2019 11:44 PM
To: Helene Phua <helene_phua@sg.msig-asia.com>
Cc: Monica Chung <Monica_Chung@sg.msig-asia.com>
Subject: Re: Pre-Repair Inspection for SMG4330E // Accident on 29/08/2019 @ 14:00HR at along Outside 8 Jurong Pier Road involving Vehicle Number SMG4330E & GBE890Y (MSIG)

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

Dear All,

Kindly arrange LKK for the survey.

Warmest Regards,
Elin Cai

Zoom Autowerks Pte Ltd
130 Bedok Reservoir Road
#08-1339 Singapore 470130
☎9450 7920
✉zoomautowerks@gmail.com

- Please note our change in mailing/registered address with effect from 1st July 2018 -

On Mon, Sep 2, 2019 at 1:52 PM Helene Phua <helene_phua@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 30/08/2019.

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) Appraisal VP Pte Ltd
- 6) AutoProbe Consultants
- 7) **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) Chow Bo Xiong
2) Kenneth Kong	7) E C Looi
3) Marcus Chua	8) Daniel Chan
4) Ng You Han	9) Victor Png
5) Gary Soon	10) Samuel Phun

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

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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From: Zoom Autowerks [<mailto:zoomautowerks@gmail.com>]
Sent: Friday, August 30, 2019 5:08 PM
To: Claims <claims@sg.msig-asia.com>
Cc: Venessa Chan <venessa_chan@sg.msig-asia.com>; Nabilah Rasol <nabilah_rasol@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>
Subject: Pre-Repair Inspection for SMG 4330 E // Accident on 29/08/2019 @ 14:00HR at along Outside 8 Jurong Pier Road involving Vehicle Number SMG 4330 E & GBE 890 Y

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

Dear Sir/Madam,

We are instructed by Choo Chun Yian to notify you of a road traffic accident on 29
/08/2019

at about 14:00HR at along Outside 8 Jurong Pier Road involving our client's vehicle registration number SMG 4330 E and vehicle registration number GBE 890 Y driven by your insured at the material time.

A copy of the Singapore Accident Statement/Traffic Police Report filed is enclosed. 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 time, our client shall proceed to repair the vehicle without further reference to you.

Please contact me @ 9450 7920, should you require more information.

Kindly arrange survey at Blk 15 Kaki Bukit Road 4, Bartley Biz Centre, #01-53, Singapore 4178

08.

Warmest Regards,

Elin Cai

Zoom Autowerks Pte Ltd

130 Bedok Reservoir Road

#08-1339 Singapore 470130

☎9450 7920

✉zoomautowerks@gmail.com

- Please note our change in mailing/registered address with effect from 1st July 2018 -

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