

REF: es/msa19020709/Aggd3 Special Instruction:

Investigator: Quoaiang

ASSIGNMENT (Office)

From (Person): Crystal Lee

of

MSIADate/Time: 2/11/19 @ 4:41pm

Estimated Cost:

Bill to:

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

To inspect Vehicle No:

8JC 412K

Insured:

XE 17285

at Workshop m/s

Huen Meng

Tel:

67465519

of

11caki Bukit Ave 6 # 01-34 / 61

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 19/11/2019

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 11:03am @ 22/11/19

Person Contacted:

Jing YeeVehicle IN / OUT

Date/Time

Action/Instruction

Estimate ☒8JC 412K - XXE 17285 - X25/11/19 @ 10:08am Informed Crystal, we are pending estimate from rep/ins.

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 21 November 2019 4:41 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: img-Y21120724.pdf

PRS - MSIG INSURED: XE1728S (MSIG) OUR REF: SJC412K D.O.A: 19.11.2019

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



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: Thursday, 21 November, 2019 3:23 PM

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

Subject: FW: PRS - MSIG INSURED: XE1728S (MSIG) OUR REF: SJC412K D.O.A: 19.11.2019

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



MSIG



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

From: Helene Phua

Sent: Thursday, 21 November 2019 3:23 PM

To: Hua Meng <huameng@live.com.sg>

Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>

Subject: RE: PRS - MSIG INSURED: XE1728S (MSIG) OUR REF: SJC412K D.O.A: 19.11.2019

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



MSIG



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

From: Hua Meng <huameng@live.com.sg>

Sent: Thursday, 21 November 2019 2:43 PM

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

Subject: Re: PRS - MSIG INSURED: XE1728S (MSIG) OUR REF: SJC412K D.O.A: 19.11.2019

Importance: High

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

Dear Helene

We propose to choose **LKK Auto Consultants Pte Ltd** to conduct pre-repair survey.

Kindly assign.

Please didn't assign in-house surveyor since we had selected.

Thank You.

Regards,

Jing Yee

Hua Meng Spray Painting Workshop

1 Kaki Bukit Avenue 6 Blk C

#01-34/#01-61

Singapore 417883

Tel : 6746 5519 Fax : 6743 4896

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

Sent: Thursday, November 21, 2019 2:19 PM

To: huameng@live.com.sg <huameng@live.com.sg>

Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>

Subject: RE: PRS - MSIG INSURED: XE1728S (MSIG) OUR REF: SJC412K D.O.A: 19.11.2019

Hi,

We refer to your email dated 21/11/2019.

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) A-Pac Adjusters & Surveyors 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. Xing Guo Qiang	6) Chow Bo Xiong
2. Kenneth Kong	7) Siew Meng Hui
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



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: Hua Meng [<mailto:huameng@live.com.sg>]
Sent: Thursday, 21 November 2019 12:30 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: PRS - MSIG INSURED: XE 1728 S OUR REF: SJC 412 K D.O.A: 19.11.2019
Importance: High

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

Dear Sir

Kindly refer to the attachment for your necessary action and revert your surveyor name list to us urgently. Your promptly reply will be appreciated by us.

Thank You.

Regards,

Jing Yee

Hua Meng Spray Painting Workshop

1 Kaki Bukit Avenue 6 Blk C

#01-34/#01-61

Singapore 417883

Tel : 6746 5519 Fax : 6743 4896

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.

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 25 November 2019 10:08 AM
To: 'Crystal Lee'; assignments
Cc: 'Ong Zi Hui'; SUR
Subject: RE: Survey Request - Manual Assigned

Dear Crystal,

Please be informed that we have inspected the vehicle SJC 412K on 22/11/2019.

We are pending estimate from repairer.

Kindly assist to create the above claim in Merimen System.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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: Friday, 22 November 2019 11:05 AM
To: 'Crystal Lee' <crystal_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>
Cc: 'Ong Zi Hui' <zihui_ong@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Request - Manual Assigned

Dear Sir/Mdm,

Thank you for the assignment.

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)

From: Crystal Lee [mailto:crystal_lee@sg.msig-asia.com]
Sent: Thursday, 21 November 2019 4:41 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

PRS - MSIG INSURED: XE1728S (MSIG) OUR REF: SJC412K D.O.A: 19.11.2019

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	139D
Vehicle Details	
Vehicle No.:	SJC412K
Vehicle to be Exported:	No
Intended Deregistration Date:	22 Nov 2019
Vehicle Make:	MITSUBISHI
Vehicle Model:	LANCER 1.5 MIVEC GLS 4A/T
Primary Colour:	Green
Manufacturing Year:	2007
Engine No.:	4A910075321
Chassis No.:	JMYSRCY2A8U005527
Maximum Power Output:	80.0 kW (107 bhp)
Open Market Value:	\$16,409.00
Original Registration Date:	30 Jan 2008
First Registration Date:	30 Jan 2008
Transfer Count:	0
Actual ARF Paid:	\$18,050.00
Intended PARF Rebate Details	
PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	29 Jan 2023
COE Category:	A - Car (1600cc & below)
COE Period(Years):	5
PQP Paid:	\$21,485.00
COE Rebate Amount:	\$13,688.00
Total Rebate Amount:	\$13,688.00
Message	
Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.	

The information contained herein is correct as at 22 Nov 2019

MSME19152939 / SME Motor Pte Ltd - Kaki Bukit
 ENTRY DATE & TIME: 19/11/2019 15:47
 SUBMITTED BY: Chia Pei Ying

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	19/11/2019 15:47
Date Of Accident	19/11/2019 09:10
Exact Location Of Accident	12A REFINERY RD/ CHUAN LI CONTAINER DEPOT
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SJC412K
Insured/Policyholder	
Name Of Registered Owner	GOH KIM HONG
NRIC No	S0173139D
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96742786
Alternative Phone No	OFFICE-96742786

Vehicle Particulars

Manufacturer	MITSUBISHI
Model	LANCER

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? NO

If No, Please state action to be taken THIRD PARTY

Vehicle Category PRIVATE CAR

Insurance Company

Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	2100062008-11
Cover Note Number	

Driver

Name of Driver	GOH KIM HONG
NRIC No	S0173139D
Date Of Birth	30/05/1951
Occupation	INDOOR
Date Of Driving Pass	17/07/1979
Driving Experience	40 YEARS AND 4 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96742786
Fax Number	
Contact Number	OFFICE-96742786
Email Address	NOEMAIL

Address	BLK 17 LORONG 7 TOA PAYOH #05-208
Postcode	1231
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	HIT AND RUN / VANDALISM / DAMAGED WHILST PARKED
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

I PARKED MY VEHICLE ALONG 12A REFINERY ROAD/ CHUAN LI CONTAINER DEPOT ON 19/11/2019 AT 0910 HOURS. SUDDENLY, VEHICLE B DROVE AND MAKE A SHARP LEFT TURN AND IT'S TRAILER REAR RIGHT HIT ONTO MY CAR REAR PORTION.

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	XE1728S
Vehicle Make/Model/Colour	
Details Of Properties	VEHICLE B
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	ZHAO LI HENG
NRIC/Passport Number	G2789749K
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

Sketch Plan Pg. 1

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this (form) and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all Insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature
Date & Time:

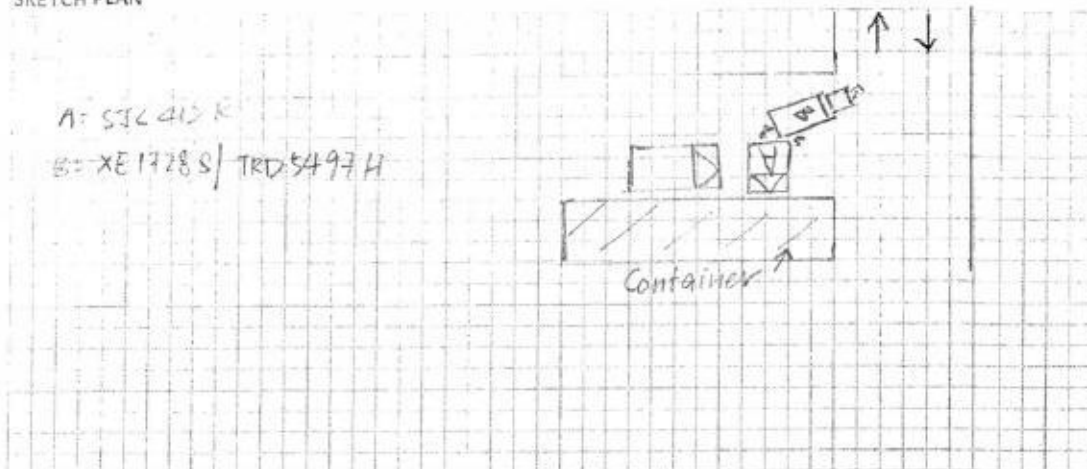
Driver's Signature
(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

AAIA MEMBER

Sketch Plan #2 Pg. 1

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I park my vehicle along 12A Refinery Road / Chuan Li Container Depot

on 19-11-2019 @ 0910 hours. Suddenly, vehicle B drove and make a sharp left turn and its trailer rear right hit onto my car rear portion.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

 Policyholder's Signature
Date & Time:

 Driver's Signature
(If driver is not the policyholder)
Date & Time:

 Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.: