

ASS. REC. BY:

REF: CY/MSG 20004033/KIP3

Special Instruction:

Surveyor: Kenneth

**ASSIGNMENT (Office)**

From (Person): Ong Zi Hui

of

MSG

Date/Time:

16/03/20 @ 11.11am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SJ4 6100B

Insured:

SIF 4231Y

at Workshop m/s

E M SOLUTION

Tel:

6456 0226 Bernard

of

460 S/M Drive #03-15/19 S/M Antioch

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:

D.O.A.

12/3/2020

(Client's Record)

CA / REV / REP. / REV 24 HRS

1wp

H.O.D. Endorsement:

Date/Time:

16/03/20 @ 11.30am

Person Contacted:

Josephine

Vehicle IN / OUT

Date/Time

Action/Instruction

Estimate

✓

SJ4 6100B - X

SIF 4231Y

NA/INC 12009977/24

DOA: 04/6/19

17/3/20

Revised via menimen

ASS. REC. BY:

REF: MSG/

Kenneth

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

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

To inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_ SM

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No: \_\_\_\_\_

Claims No: \_\_\_\_\_

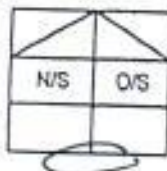
Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value: \_\_\_\_\_

IDAC Accident Report: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repairs: 4-5 days Res.: Yes or No

Lum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: 12/09 Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

Veh No: STU 6100B Yr Regn: 12, 09

Type: M/Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Toy Camry A/C 1998

Colour: M. Grey A/C: Insured / Std / NI / NA

Sp. Reading: 199216 T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: MR053BK4107051346

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modl: Nil / S/Rlm / STD / Rlm or

Tyre Size: F: \_\_\_\_\_

R: 215/80R16

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

R/Bal. 8 mm

L/Bal. 8 mm

D.O.A. 12/3/20

Rear

R/Bal. 7 mm

L/Bal. 7 mm

D.O.I. 16/3/2020

Survey held at \_\_\_\_\_

Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

Date/Time, File Pass to?

☐ : Prel. Report

1)

☐ : Final Report

Date/Time, File Return to?

2)

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trlp: \_\_\_\_\_

Survey Fee: \_\_\_\_\_

Transportation: \_\_\_\_\_

S + RS. \$

Fuel

Others

TOTAL

Add Fee: ☐ : Site Insp (\$)☐ : Interview (\$)☐ : Tech Invs (\$)☐ : Weekend (\$)

Report Format: \_\_\_\_\_

Lump Sum / I.B.I: (\$)

## Nivitha (LKK Auto)

**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Monday, 16 March 2020 11:11 AM  
**To:** assignments; Admin-D (LKKAuto)  
**Cc:** Crystal Lee  
**Subject:** Survey Request - Manual Assigned

**OUR REF.: E21-113111.20 (SJU6100B @ 12.03.2020)**

**MSIG REF NO : SLP4231Y (GRAB)**

### 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 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)



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

**From:** Helene Phua  
**Sent:** Monday, 16 March 2020 10:28 AM  
**To:** Sally Chong <[sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)>  
**Cc:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Subject:** RE: OUR REF.: E21-113111.20 (SJU6100B @ 12.03.2020) MSIG REF NO : SLP4231Y (GRAB)

Hi,

Thank you for your selection.

We will proceed to assign **Kenneth Kong from LKK Auto Consultants Pte Ltd** via Merimen at our end and update you upon confirmation.

*D: 16/3/20 @ 11.31 AM  
Josephine  
Veh: 72*



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.msigg-asia.com](mailto:helene_phua@sg.msigg-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 | [msigg.com.sg](http://msigg.com.sg)



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

In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.

Please bear with us should there be some service delay during this period.

**From:** Sally Chong <[sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)>  
**Sent:** Monday, 16 March 2020 9:24 AM  
**To:** Winnie Chua <[pingping\\_chua@sg.msigg-asia.com](mailto:pingping_chua@sg.msigg-asia.com)>  
**Cc:** Helene Phua <[helene\\_phua@sg.msigg-asia.com](mailto:helene_phua@sg.msigg-asia.com)>; 'EM Solution Pte Ltd' <[emautosolution@singnet.com.sg](mailto:emautosolution@singnet.com.sg)>; 'Judy Soh' <[judysoh@visionlawllc.com](mailto:judysoh@visionlawllc.com)>; [derekkeh@singnet.com.sg](mailto:derekkeh@singnet.com.sg); [Tanvin13@yahoo.com.sg](mailto:Tanvin13@yahoo.com.sg)  
**Subject:** RE: OUR REF.: E21-113111.20 (SJU6100B @ 12.03.2020) MSIG REF NO : SLP4231Y (GRAB)

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

**URGENT**

Dear Winnie,

**NOTICE TO INSURERS TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 2 OF PRE-ACTION PROTOCOL FOR NIMA CASES**

**CLAIMANT: SHI XINGRUI**

**ACCIDENT INVOLVING SJU 6100B & SLP 4231Y ON 12 MAR 2020 ALONG PIE EXIT CTE/SLE 14.5 KM AT ABOUT 17:45 HRS**

We refer to your email of even date below and your list of surveyors therein.

Our client now confirms the appointment of **KENNETH KONG- LKK Auto Consultants Pte Ltd** as the Single Joint Expert for this matter.

Please be informed that the said vehicle can be inspected at :

Venue : E M SOLUTION PTE LTD  
160, Sin Ming Drive, #03-18/19, Sin Ming Autocity,  
Singapore 575722  
Contact : Mr. Bernard (Tel.: 6456-0226 / 9101-8302)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Thank you.

**Sally Chong**

(Secretary)  
VISION LAW LLC  
133 NEW BRIDGE ROAD,  
#18-01/02, CHINATOWN POINT,  
SINGAPORE 059413  
TEL.: 6534-2811 (ext 115)  
FAX : 6535-6802

**From:** Winnie Chua [[mailto:pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)]  
**Sent:** Friday, 13 March, 2020 4:54 PM  
**To:** Sally Chong  
**Cc:** Helene Phua; 'EM Solution Pte Ltd'; 'Judy Soh'; [derekkeh@singnet.com.sg](mailto:derekkeh@singnet.com.sg)  
**Subject:** FW: OUR REF.: E21-MISC.20 (SJU6100B @ 12.03.2020) MSIG REF NO : SLP4231Y (GRAB)  
**Importance:** High

Hi,

We refer to your email/faxed dated 13/03/20.

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

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**

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)



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

**From:** Sally Chong <[sallychong@visionlawllc.com](mailto:sallychong@visionlawllc.com)>

**Sent:** Friday, 13 March 2020 2:50 PM

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

**Cc:** 'EM Solution Pte Ltd' <[emautosolution@singnet.com.sg](mailto:emautosolution@singnet.com.sg)>; 'Judy Soh' <[judysoh@visionlawllc.com](mailto:judysoh@visionlawllc.com)>; [derekkeh@singnet.com.sg](mailto:derekkeh@singnet.com.sg)

**Subject:** OUR REF.: E21-MISC.20 (SJU 6100B @ 12.03.2020) MSIG REF NO : SLP 4231Y

**Importance:** High

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

**VERY URGENT**

Dear Sir,

**NOTICE TO INSURERS TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 2 OF PRE-ACTION PROTOCOL FOR NIMA CASES**

**CLAIMANT: SHI XINGRUI**

**ACCIDENT INVOLVING SJU 6100B & SLP 4231Y ON 12 MAR 2020 ALONG PIE EXIT CTE/SLE 14.5 KM AT ABOUT 17:45 HRS**

We are instructed by **SHI XINGRUI** to notify you of a road traffic accident **ON 12 MAR 2020 ALONG PIE EXIT CTE/SLE 14.5 KM AT ABOUT 17:45 HRS** involving our client's vehicle registration number **SJU 6100B** and vehicle registration number **SLP 4231Y** driven by you/your insured at the material time.

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 or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Thank you.

**Sally Chong**

(Secretary)

VISION LAW LLC

133 NEW BRIDGE ROAD,

#18-01/02, CHINATOWN POINT,

SINGAPORE 059413

TEL.: 6534-2811 (ext 115)

FAX : 6535-6802

C.c.: **VEHICLE OWNER OF SLP 4231Y**

**GRAB RENTALS PTE LTD**

6 Shenton Way,

#38-01, OUE Downtown,

Singapore 068809

---

VISION LAW LLC

Advocates & Solicitors

(Incorporated with limited liability)

Unique Entity No. 200721148H

Address : 133 New Bridge Road #18-01/02 Chinatown Point, Singapore 059413

---

**DISCLAIMER:**

The contents of this email (including any attachments) are confidential and privileged and only intended for the recipient(s) addressed above. If you received this email by error, please notify the sender immediately and destroy it (and all attachments) without reading, storing and/or disseminating any of its contents (in any form) to any person. Email communication is not secure. Vision Law LLC is not liable for any losses arising out of any errors or omissions in the contents resulting from email transmission or any illegal or unauthorised usage or tampering of its email system.

---

---

**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.

---

VISION LAW LLC

Advocates & Solicitors

(Incorporated with limited liability)

Unique Entity No. 200721148H

Address : 133 New Bridge Road #18-01/02 Chinatown Point, Singapore 059413

---

**DISCLAIMER:**

The contents of this email (including any attachments) are confidential and privileged and only intended for the recipient(s) addressed above. If you received this email by error, please notify the sender immediately and destroy it (and all attachments) without reading, storing and/or disseminating any of its contents (in any form) to any person. Email communication is not secure. Vision Law LLC is not liable for any losses arising out of any errors or omissions in the contents resulting from email transmission or any illegal or unauthorised usage or tampering of its email system.

---



Note: This document has not been finalised.  
**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)  
51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

Tel: 6256-3561 Fax: 6844-6805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 068807

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Chhia Nyuk Pui

Date: 17 Mar 2020

**Preliminary Advice**

Insured Vehicle No.	: SLP4231Y	Accident Date	: 12/03/2020
TP Vehicle No	: SJU6100B	Assignment Date	: 16/03/2020
Make	: TOYOTA CAMRY	Est. Duration of Repair	: 5.00
Date of Inspection	: 16/03/2020		
Inspection At	: E M SOLUTION PTE LTD (HQ) 160 SIN MING DRIVE., #03-18, SIN MING AUTOCITY SINGAPORE 575722		

**Point of Impact / General Description of Damages**

The vehicle sustained impact / damages ..... portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	7,258.25
Revised Amount	:S\$	1,127.06
Check Items (Estimated)	:S\$	2,423.60
Total	:S\$	3,550.66
Lump Sum Repair	:S\$	

**Total Loss Consideration**

New for Old Value	:S\$
Pre-Accident Value	:S\$
COE / PARF Rebate	:S\$
Salvage Value	:S\$
Margin for Repair	:S\$

**Remarks**

- ( ) The vehicle is economical/not economical for repair.
- ( x ) The above survey was conducted on a 'without prejudice' basis.

# E M SOLUTION PTE LTD

160, Sin Ming Drive, #03-18/19, Sin Ming Autocity, Singapore 575722

Tel: 64560226

Fax:

64584500

Registration No: 201016308K

16.03.2020

Shi Xingrui

*18/3/2020 Not Withain 6/1 Sep 87 Resurvey After Paint 4-5 days*

## REPAIR ESTIMATE FOR TOYOTA CAMRY - SJU 6100 B

1 pc.	rear bumper fascia	892.20	✓
2 pcs.	rear bumper reflectors	86.50	✓
2 pcs.	rear bumper side retainers	32.90	✓
1 pc.	rear bumper reinforcement	397.80	?
2 pcs.	rear bumper brackets	87.60	?
1 pc.	boot lid	957.00	✓
1 pc.	boot lid "Camry" badge	48.65	✓
1 pc.	boot lid "2.0" badge	42.50	✓
1 pc.	boot lid emblem	58.50	✓
1 pc.	boot lid outer garnish	358.50	✓
1 pc.	boot lid inner lock	591.30	✓
1 pc.	boot lid rubber	231.40	✓
2 pcs.	tail lamps assy	572.80	✓
1 pc.	rear end panel	639.30	?
1 pc.	rear end panel top garnish	434.25	✓
1 pc.	rear exhaust silencer	952.10	✓
2 pcs.	rear exhaust mountings	48.50	✓
		6,211.00	
Less 25%		1,552.75	
		4,658.25	

1 set.	rear bumper clips	45.00	SN	✓
1 set.	rear end panel top garnish clips	25.00	SN	?
1 set.	reverse sensors	270.00	SN	2001m

- 1) Check electrical wirings.
- 2) Renew rear exhaust silencer
- 3) Repair accident damages and renew above parts.
- 4) Spray paint on accident affected portions.
- 5) Renew reverse sensors
- 6) Rust proofing on accident affected portions.

**\$ 7,258.25**

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting.
- To display damaged part(s) during resurvey.
- Parts prices are subject to confirmation.
- Third party survey is on a "Without Prejudice" basis.
- No illegal modification(s) is allowed.
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company.

Acknowledged by Repairer

Signature:

Date: