

Helene Phua

From: Motor Survey
Sent: Monday, 30 December 2019 10:00 AM
To: Crystal Lee; jenny@tcmg.com.sg
Cc: Ong Zi Hui; Helene Phua
Subject: W: NOTICE OF PRE-REPAIR INSPECTION FOR MOTOR VEHICLE No. SLV 8682 X [Your ref: SLE3129A] MSIG
Attachments: LIST OF INDEPENDENT SURVEYORS.pdf; PRI - SLV 8682 X - BHM - (MSIG) dtd 27.12.2019.pdf
Importance: High

Hi,

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 our own panel of external surveyor and they will contact your workshop directly.

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

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



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

From: Jenny [mailto:jenny@tcmg.com.sg]
Sent: Friday, 27 December 2019 2:03 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: 'Ling Leong Hui' <lhling@tcmg.com.sg>; 'Rachel Ling' <jin@tcmg.com.sg>; 'tcmg backup' <tcmg.backup@gmail.com>; Winnie Chua <pingping_chua@sg.msig-asia.com>; Helene Phua <helene_phua@sg.msig-asia.com>
Subject: RE: NOTICE OF PRE-REPAIR INSPECTION FOR MOTOR VEHICLE No. SLV 8682 X [Your ref: SLE 3129 A]
Importance: High

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

IMMEDIATE ATTENTION

Your ref: (MSIG) SLE 3129 A
Our ref: TCMG/SLV 8682 X/1219/BHM

Dear Sir

We refer to the above matter and to your email of even date.

Our client is not agreeable to any of your appointed panel of surveyors as the Single Joint Expert.

Our client's panel of surveyors nominated as the Single Joint Expert is as attached.



Our team wishes you and your staff Merry Christmas and Happy New Year.

(P/S : Please acknowledge receipt of this e-mail. Thank you.)

Regards

Jenny Tham
TOMMY CHOO, MARK GO LLC
151 Chin Swee Road
#14-15/16 Manhattan House
Singapore 169876
Tel: 6532 2455 - Fax: 6538 9850
Email Address: jenny@tcmg.com.sg

From: Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]
Sent: 27 December 2019 13:16
To: Jenny <jenny@tcmg.com.sg>
Cc: 'Ling Leong Hui' <lhling@tcmg.com.sg>; Rachel Ling <jlin@tcmg.com.sg>; 'tcmg backup' <tcmg.backup@gmail.com>; Winnie Chua <pingping_chua@sg.msig-asia.com>; Helene Phua <helene_phua@sg.msig-asia.com>
Subject: RE: NOTICE OF PRE-REPAIR INSPECTION FOR MOTOR VEHICLE No. SLV 8682 X [Your ref: SLE 3129 A]

Hi,

We refer to your email/faxed dated 27/12/2019

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

Best Regards

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

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

From: Jenny <jenny@tcmg.com.sg>
Sent: Friday, 27 December 2019 9:17 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims <claims@sg.msig-asia.com>
Cc: 'Ling Leong Hui' <lhling@tcmg.com.sg>; Rachel Ling <jin@tcmg.com.sg>; 'tcmg backup' <tcmg.backup@gmail.com>
Subject: NOTICE OF PRE-REPAIR INSPECTION FOR MOTOR VEHICLE No. SLV 8682 X [Your ref: SLE 3129 A]
Importance: High

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

IMMEDIATE ATTENTION

Your ref: (MSIG) SLE 3129 A
Our ref: TCMG/SLV 8682 X/1219/BHM

Dear Sirs

We refer to the above matter.

We attached herein a copy of our Notice of Pre-Repair Inspection for your attention.

Thank you.



Our team wishes you and your staff Merry Christmas and Happy New Year.

(P/S : Please acknowledge receipt of this e-mail. Thank you.)

Regards

Jenny Tham
TOMMY CHOO, MARK GO LLC
151 Chin Swee Road
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Singapore 169876
Tel: 6532 2455 - Fax: 6538 9850

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