

admin

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 31 March 2020 3:41 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

Accident on 27.03.2020 between SKJ7179P and SFQ9399E (MSIG) along BKE(PIE) Before Mandai Road Exit

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

Sent: Tuesday, 31 March 2020 3:31 PM

To: Crystal Lee <crystal_lee@sg.msig-asia.com>

Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; Helene Phua <helene_phua@sg.msig-asia.com>

Subject: FW: Accident on 27.03.2020 between SKJ7179P and SFQ9399E (MSIG) along BKE(PIE) Before Mandai Road Exit

Dear Crystal,

Please outsource this case to LKK as JY is at North area, he can't attend survey at east area.

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.

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

Sent: Tuesday, 31 March 2020 2:58 PM

To: advanceag@hotmail.com

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

Subject: RE: Accident on 27.03.2020 between SKJ7179P and SFQ9399E (MSIG) along BKE(PIE) Before Mandai Road Exit

Hi,

As spoken to our Ms Winnie, we will proceed to assign **MSIG In-House Surveyors – Jian Ye / 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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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: Advance Auto Garage <advanceag@hotmail.com>

Sent: Tuesday, 31 March 2020 1:29 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: Accident on 27.03.2020 between SKJ7179P and SFQ9399E along BKE(PIE) Before Mandai Road Exit

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

Our Ref: AAG.20200304

Your Ref: SFQ9399E

PRE-REPAIR INSPECTION NOTICE

Dear Sirs,

We act for EC CARZ RENTAL, owner of SKJ7179P that was damaged as a result of the above accident.

Please take note that our client's motorcar is presently located at his repairer's workshop,

Polymath Garage

10 Kaki Bukit Road 2, #01-21

First East Centre

Singapore 417868

TEL: 9007 9247

Email: advanceag@hotmail.com

ATTN: Xavier Lim

In the circumstances, kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

As provided by NIMA Protocol, take note that our client shall proceed to appoint his own surveyor and repair his vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

23 Kaki Bukit Ave 4 #04-01

Singapore (415933)

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