

ASS. REC. BY:

REF: CS/MSG 20004792/Dvf3

Special Instruction:

Surveyor: Bryan

ASSIGNMENT (Office)

From (Person): Monica Chang Pei zhu

of

MSGDate/Time: 1.4.2020 12.13 p.m

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SHD 7198B

Insured:

SMV 6888m

at Workshop m/s

Bisrost

Tel:

91591616of Blk 9 Sector (#0142 Sin mingPolicy No: 1001283049

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A

31.3.2020

CA / REV / REP. / REV 24 HRS

mp21/4/2020Date/Time: 1/4/2020 5.27p.m

Person Contacted:

ms Hoah

H.O.D. Endorsement:

Vehicle IN/OUT

Date/Time Action/Instruction (✓) Estimate

SHD 7198B - XSMV 6888m - X

7/4/20

Send IA via merimen

1/6/20

Confirmed LS \$8400 (Red 22,453.68,73%)

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	01 Apr 2020 16:43		01 Apr 2020 17:13 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS		[Created by insurer]							
Insured:	HUANG ZHAOZHI, ID: G1684500R, Tel: +6593793777								
Main Claimant:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R								
Vehicle Reg. No.:	SHD7198B	Date of Loss:	31/03/2020 12:00 - :59 [40 Months and 14 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP	Policy/Cover Note No.:	1001283049 Coverage: 23/12/2019 - 22/12/2020						
Vehicle Reg. No. (Insured):	SMN6888M	Policy No. (Claimant):	D-18088937MFSH						
		Excess:							
Repairer:	Bifrost Auto Pte Ltd (sin Ming) (HQ) Blk 9 Sector C, #01-42 Sin Ming Industrial Estate, 575644 Sin Ming - Tel:								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Monica Chung Pei Zhen - 6594 2552]								
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 02/04/2020]								
Driver/Custodian (Insured):	CHENG KOK MING (/ Male) , NRIC: S1105146D, Tel: +6591911968 Email:								
Adj Asg. Remarks:	on WP, Manual assigned to LKK via email on 01/04/2020. (Manual Assign). Liab: NR. Agree on SJE. Assign: LKK Auto Consultants Pte Ltd. Contact: Ms Heah @ 9159 1616.								
ASSOCIATED MAIL RECEIVED		View All Compose Case Mail							
There are no mail for this case.									
ALL ASSOCIATED TASKS		View All Search Tasks Create New Task Complete							
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 1 April, 2020 4:40 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SHD 7198B - GIA Report.pdf

PRS our client's vehicle SHD7198B and your insured's vehicle SMN6888M (MSIG) on 31.03.2020.

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 <helene_phua@sg.msig-asia.com>

Sent: Wednesday, 1 April 2020 2:54 PM

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

Subject: FW: PRS our client's vehicle SHD7198B and your insured's vehicle SMN6888M (MSIG) on 31.03.2020.

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: Helene Phua
Sent: Wednesday, 1 April 2020 2:53 PM
To: Claims Dept <claims_ltt@bifrostauto.com>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: RE: PRS our client's vehicle SHD7198B and your insured's vehicle SMN6888M (MSIG) on 31.03.2020.

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

From: Claims Dept <claims_ltt@bifrostauto.com>

Sent: Wednesday, 1 April 2020 11:41 AM

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

Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>; claims_ltm@bifrostauto.com; claims_ltr@bifrostauto.com; claims_ltv@bifrostauto.com

Subject: Re: PRS our client's vehicle SHD7198B and your insured's vehicle SMN6888M (MSIG) on 31.03.2020.

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

WITHOUT PREJUDICE

Hi,

Our client select LKK.

Please assign to them the soonest

Ms Heah
Bifrost Auto Pte Ltd
Accident Claims Dept
Phone 91591616

On Wed, 1 Apr 2020 at 10:02, Helene Phua <helene_phua@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 01/04/2020.

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) Appraisal VP Pte Ltd
- 5) AutoProbe Consultants

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) Victor Png
4. Ng You Han	9) Samuel Phun
5. Gary Soon	

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





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: Claims Dept <claims_ltt@bifrostable.com>
Sent: Wednesday, 1 April 2020 9:04 AM
To: Winnie Chua <pingping_chua@sg.msg-asia.com>
Cc: assessment_ltc@bifrostable.com; claims_ltm@bifrostable.com; claims_ltr@bifrostable.com; claims_ltv@bifrostable.com
Subject: PRS our client's vehicle SHD 7198 B and your insured's vehicle SMN 6888 M on 31.03.2020.

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Wong Mun Cheong, to notify you of the aforesaid accident involving our client's vehicle SHD 7198 B and your insured's vehicle SMN 6888 M on 31.03.2020.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SMN 6888 M for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee

Contact Email: claims_ltv@bifrostable.com / claims_ltm@bifrostable.com

VEH IN (Date & Time) : 01.04.2020

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

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If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

Ms Heah

Bifrost Auto Pte Ltd

Accident Claims Dept

Phone 91591616