

Survey Request - Manual Assigned

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

Thu 2/4/2020 4:11 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

📎 1 attachments (314 KB)

img-402121501.pdf;

PRS - MSIG REF: SLM3017Y (GRAB) OUR REF: EE17S D.O.A: 30.03.2020

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 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: Thursday, 2 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 - MSIG REF: SLM3017Y (GRAB) OUR REF: EE17S D.O.A: 30.03.2020

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: Thursday, 2 April 2020 2:54 PM
To: Hua Meng <huameng@live.com.sg>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: RE: PRS - MSIG REF: SLM3017Y (GRAB) OUR REF: EE17S D.O.A: 30.03.2020

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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From: Hua Meng <huameng@live.com.sg>
Sent: Thursday, 2 April 2020 2:03 PM
To: Helene Phua <helene_phua@sg.msg-asia.com>
Subject: Re: PRS - MSIG REF: SLM3017Y (GRAB) OUR REF: EE17S D.O.A: 30.03.2020

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

Dear Helene

We choose LKK Auto Consultants to conduct pre-repair survey.
Kindly assign.

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.msg-asia.com>
Sent: Thursday, April 2, 2020 1:46 PM
To: huameng@live.com.sg <huameng@live.com.sg>
Cc: Winnie Chua <pingping_chua@sg.msg-asia.com>
Subject: RE: PRS - MSIG REF: SLM3017Y (GRAB) OUR REF: EE17S D.O.A: 30.03.2020

Hi,

We refer to your email dated 02/04/2020.

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



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From: Hua Meng <huameng@live.com.sg>
Sent: Thursday, 2 April 2020 12:24 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: PRS - MSIG REF: SLM3017Y OUR REF: EE17S D.O.A: 30.03.2020
Importance: High

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

Dear Sirs

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

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