

ASS. REC. BY:

REF: CS/MSG 2004902/ugfs

Special Instruction:

Surveyor: Marcus**ASSIGNMENT (Office)**From (Person): Ong Zi Hui

of

MSGDate/Time: 3.4.20 4.03p.m

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SGW 9224H

Insured:

YN 6954M

at Workshop m/s

Asia Motorsport

Tel:

67453811of 37A Everitt Road

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 1.4.2020

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 3/4/2020 4.16p.m

Person Contacted:

Mr LooVehicle IN/OUT

Date/Time	Action/Instruction (✓)	Estimate Inspection: 15 km Bukit Road 4 #0205 Bagan
	SGW 9224H - NA / INC 2004311 / ZK	ROA - 01/04/2020
	YN 6954M - NA / INC 2004311 / Z4	ROA - 01/04/2020

Summer Lee (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Friday, 3 April, 2020 4:03 PM
To: Admin-D (LKKAuto); assignments
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned

ACCIDENT INVOLVING SGW 9224 H & YN 6954 M ON 1 APRIL 2020

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



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
Sent: Friday, 3 April 2020 3:03 PM
To: 'Asia Motorsports Solution Pte Ltd' <asiamotorsports@hotmail.com>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: RE: ACCIDENT INVOLVING SGW 9224 H & YN 6954 M ON 1 APRIL 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD (MARCUS CHUA) AS SINGLE JOINT EXPERT

Hi,

Thank you for your selection.

We will proceed to assign **Marcus Chua from 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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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: Asia Motorsports Solution Pte Ltd <asiamotorsports@hotmail.com>

Sent: Friday, 3 April 2020 12:34 PM

To: Helene Phua <helene_phua@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>

Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>; Irene Tan <irene_tan@sg.msig-asia.com>

Subject: Re: ACCIDENT INVOLVING SGW 9224 H & YN 6954 M ON 1 APRIL 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD (MARCUS CHUA) AS SINGLE JOINT EXPERT

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

Your Ref:

Our Ref: SGW 9224 H

3 April 2020

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

**PROPERTY CLAIM
(WITHOUT PREJUDICE
TO: Any Personal Injury
Claims)**

Attn: Claims Department

Via Email

Dear Sir/Mdm,

ACCIDENT INVOLVING SGW 9224 H & YN 6954 M ON 1 APRIL 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD (MARCUS CHUA) AS SINGLE JOINT EXPERT

Thank you so much for your reply dated 3 April 2020. We are pleased to inform you that we are agreeable to your selection of **LKK Auto Consultants Pte Ltd (Marcus Chua)** as the Single Joint Expert.

In compliance with the New State Courts Practice Directions, we shall await your kind office to instruct **LKK Auto Consultants Pte Ltd (Marcus Chua)** (as the Single Joint Expert) to attend to the pre-repair survey of our client's damaged vehicle at our premise at **15 Kaki Bukit Road 4 #01-05/53 Bartley Biz Centre Singapore 417808**.

We seek your assistance in arranging for the pre-repair survey by **7 April 2020 (Tuesday), 1300H** so that we can commence repair on our client's damaged vehicle as soon as possible and expedite the return of the vehicle to our client.

Thank you and we hope to hear from you soonest.

Regards,

Asia Motorsports Solution Pte Ltd

6745 3811

6746 5110 (fax)

asiamotorsports@hotmail.com

****Kindly be informed that with effect from 1st June 2019, our new mailing address is:**

37A Everitt Road

Singapore 428586

Please update your records accordingly and send all future correspondence to the new address above.

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

Sent: Friday, April 3, 2020 11:05 AM

To: asiamotorsports@hotmail.com <asiamotorsports@hotmail.com>

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

Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SGW9224 H & YN6954M (MSIG)
ON 1 APRIL 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
- 6) **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) 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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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: Asia Motorsports Solution Pte Ltd <asiamotorsports@hotmail.com>

Sent: Thursday, 2 April 2020 2:23 PM

To: Claims SG <claims@sg.msig-asia.com>

Cc: Irene Tan <irene_tan@sg.msig-asia.com>

Subject: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SGW 9224 H & YN 6954 M ON 1 APRIL 2020

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

Your Ref:

Our Ref: SGW 9224 H

2 April 2020

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

**PROPERTY CLAIM
(WITHOUT PREJUDICE
TO: Any Personal Injury
Claims)**

Singapore 068807

Attn: Claims Department

Via Email

Dear Sir/Mdm,

NOTICE OF ACCIDENT: ACCIDENT INVOLVING SGW 9224 H & YN 6954 M ON 1 APRIL 2020

We are instructed to notify you of a road traffic accident on **1 April 2020** at about **1820H** at **Slip Rd PIE twds Jalan Eunus** involving our client's vehicle registration number **SGW 9224 H** and vehicle registration number **YN 6954 M** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice and your proposed list of 10 recommended motor surveyors for our appointment.

Kindly note that if we do not hear from you by **6 April 2020 (Monday), 1430H**, we will be forwarding **our proposed list of 10 motor surveyors** for your appointment, in accordance to the new regulations.

Thank you and we hope to hear from you soonest.

Regards,

Asia Motorsports Solution Pte Ltd

37A Everitt Road

Singapore 428586

6745 3811

6746 5110 (fax)

asiamotorsports@hotmail.com

