

Summer Lee (LKK Auto)

From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, 1 July, 2020 1:10 PM
To: 'Winnie Chua'; 'assignments'
Cc: 'Fievel Foo'; 'shirley.lee@mbmwheelpower.com.sg'
Subject: RE: SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 claim ref no. 625388 FF (Private settlement)

Dear Winnie,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 1 July, 2020 12:17 PM
To: assignments <assignments@lkkauto.com>
Cc: Fievel Foo <Fievel_Foo@sg.msig-asia.com>; shirley.lee@mbmwheelpower.com.sg
Subject: FW: SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 claim ref no. 625388 FF (Private settlement)

Dear Sir (LKK),

Please refer to the email below (private settlement). Tks.

Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at msig.com.sg.

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



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: shirley.lee@mbmwheelpower.com.sg <shirley.lee@mbmwheelpower.com.sg>
Sent: Wednesday, 1 July 2020 11:17 AM
To: Fievel Foo <Fievel_Foo@sg.msig-asia.com>
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: RE: SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 claim ref no. 625388 FF

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

Dear Fievel,

Kindly refer to the attached amended GIA Report, my customer would like to settle it privately.

Thank you.

Best Regards,
Lee Shirley | Claims Advisor



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DARE TO BE

T 6262 8888 | F 6250 9015 | M 8686 5188

Email: shirley.lee@mbmwheelpower.com.sg

MBM Wheelpower PTE. LTD.

160 Sin Ming Drive • #06-02

Sin Ming Autocity • Singapore 575722

www.mbmwheelpower.com.sg

From: Fievel Foo <Fievel_Foo@sg.msig-asia.com>
Sent: Monday, 29 June 2020 4:13 PM
To: shirley.lee@mbmwheelpower.com.sg
Cc: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 claim ref no. 625388 FF

Without Prejudice

Dear Shirley

Our insured has not reported.

Thanks with regards

Fievel Foo
Executive, Claim Services (Motor)
D: +65 6643 1316 | F: +65 6225 7402 | Fievel_Foo@sg.msig-asia.com



MSIG

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From: shirley.lee@mbmwheelpower.com.sg <shirley.lee@mbmwheelpower.com.sg>

Sent: Monday, 29 June 2020 10:04 AM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>; Fievel Foo <Fievel_Foo@sg.msig-asia.com>

Subject: RE: Accident Involving SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 at 08:30hrs - SURVEY (Pend liab clearance first) Est: \$12K

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

Dear Fievel,

Kindly advise on the liability status.

Thank you.

Best Regards,
Lee Shirley | Claims Advisor



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Email: shirley.lee@mbmwheelpower.com.sg

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www.mbmwheelpower.com.sg

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

Sent: Friday, 26 June 2020 5:43 PM

To: Fievel Foo <Fievel_Foo@sg.msig-asia.com>

Cc: shirley.lee@mbmwheelpower.com.sg

Subject: FW: Accident Involving SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 at 08:30hrs - SURVEY (Pend liab clearance first) Est: \$12K

Dear Fievel,

Please assist on liability.

☞ Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at msig.com.sg.

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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From: shirley.lee@mbmwheelpower.com.sg <shirley.lee@mbmwheelpower.com.sg>
Sent: Friday, 26 June 2020 5:28 PM
To: Winnie Chua <pingping_chua@sg.msig-asia.com>
Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; gary.wong@mbmwheelpower.com.sg
Subject: RE: Accident Involving SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 at 08:30hrs - SURVEY (Pend liab clearance first) Est: \$12K

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

Dear Winnie,

Meanwhile kindly assist to ask your insured to make the report and let us have the liability status asap.

Thank you.

Best Regards,
Lee Shirley | Claims Advisor



T 6262 8888 | F 6250 9015 | M 8686 5188

Email: shirley.lee@mbmwheelpower.com.sg

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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Friday, 26 June 2020 5:17 PM
To: shirley.lee@mbmwheelpower.com.sg
Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; gary.wong@mbmwheelpower.com.sg
Subject: FW: Accident Involving SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 at 08:30hrs - SURVEY (Pend liab clearance first) Est: \$12K

Hi,

We refer to your email/faxed dated 26/06/20. Our Insured has not reported yet. PIC: Mr Fievel Foo.

We shall not arrange survey first till received your reply.

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) 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

Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at msig.com.sg.

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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From: shirley.lee@mbmwheelpower.com.sg <shirley.lee@mbmwheelpower.com.sg>

Sent: Friday, 26 June 2020 5:06 PM

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

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; gary.wong@mbmwheelpower.com.sg

Subject: Accident Involving SKV8135X and SKL516K (MSIG) along Aroozoo Avenue on 26th June 2020 at 08:30hrs - SURVEY

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

Dear All

Appreciate if you can advise us on the liability status first for the below loss and do not arrange for a pre-survey first.

Kindly refer to the attached GIA report & estimate.

Our Client's Vehicle Number:	SKV8135X
MSIG Vehicle Number:	SKL516K
Date/Time of Loss:	26/06/2020 0830 hrs

Thank you.

Best Regards,
Lee Shirley | Claims Advisor



T 6262 8888 | F 6250 9015 | M 8686 5188

Email: shirley.lee@mbmwheelpower.com.sg

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