

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 16 September, 2020 9:11 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

Accident involving vehicle SJT4243R & SLF350R (MSIG) DOA : 15/09/2020 - PLEASE ARRANGE TP SURVEY

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.

📌 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,





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: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 16 September 2020 8:53 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: USE IHS OR OUTSOURCE - PLEASE REVERT - FW: Accident involving vehicle SJT4243R & SLF350R (MSIG) DOA : 15/09/2020 - PLEASE ARRANGE TP SURVEY

To outsource. (KA on leave)

📌 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 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | F: +65 6827

7800 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

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

Sent: Wednesday, 16 September 2020 8:24 AM

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

Subject: FW: Accident involving vehicle SJT4243R & SLF350R (MSIG) DOA : 15/09/2020 - PLEASE ARRANGE TP SURVEY

Folder not ready.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Ong Zi Hui

Sent: Tuesday, 15 September 2020 4:56 PM

To: yt automobile <ytautomobile20@gmail.com>

Subject: RE: Accident involving vehicle SJT4243R & SLF350R (MSIG) DOA : 15/09/2020 - PLEASE ARRANGE TP SURVEY

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.

Thank you.

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.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD INSURANCE GROUP**

From: yt automobile <ytautomobile20@gmail.com>

Sent: Tuesday, 15 September 2020 4:55 PM

To: Ong Zi Hui <zihui_ong@sg.msigaia.com>

Subject: Re: Accident involving vehicle SJT4243R & SLF350R (MSIG) DOA : 15/09/2020 - PLEASE ARRANGE TP SURVEY

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

Without Prejudice

Dear Zi Hui,

We would like to choose LKK Auto Consultants Pte Ltd to conduct the PRS matter.

Kindly arrange.

Thanks & regards,

YT Automobile Pte Ltd

60 Jalan Lam Huat

#03-35/36

Singapore 737869

Tel: 9128 8559

Fax: 6694 4929

On Tue, Sep 15, 2020 at 4:49 PM Ong Zi Hui <zihui_ong@sg.msigaia.com> wrote:

Hi,

We refer to your email dated 15/09/2020, our insured has not report yet.

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) William Ng
3. Marcus Chua	8) Victor Png

4. Ng You Han	9) Tay Beng Hee
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

Thank you.

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.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



MSIG

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6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: yt automobile <ytautomobile20@gmail.com>

Sent: Tuesday, 15 September 2020 4:23 PM

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

Subject: Accident involving vehicle SJT4243R & SLF350R (Your Insured) DOA : 15/09/2020 - PLEASE ARRANGE TP SURVEY

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

Dear officer-in-charge,

Refer to the above attachment kindly arrange our client's vehicle for a pre-repair survey at **YT Automobile Pte Ltd** here at **60 Jalan Lam Huat #03-35/36 Singapore 737869**.

Besides, we would like to check for the liability on this matter.

Kindly check & revert to us as soon as possible.

Thanks & regards,

YT Automobile Pte Ltd

60 Jalan Lam Huat

#03-35/36

Singapore 737869

Tel: 9128 8559

Fax: 6694 4929

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