

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 6 October, 2020 8:26 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

ACCIDENT ON 03/10/2020 between SMU1682K & SLK6256P along CTE(City) Before Ang Mo Kio Ave 1 Exit

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: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Sent: Monday, 5 October 2020 5:35 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: ACCIDENT ON 03/10/2020 between SMU1682K & SLK6256P along CTE(City) Before Ang Mo Kio Ave 1 Exit

Dear Crystal,

Please manually assign to LKK for this case.

Folder not ready.

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

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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

From: Motor Survey

Sent: Monday, 5 October 2020 2:45 PM

To: 'Advance Auto Garage' <advanceag@hotmail.com>

Subject: RE: ACCIDENT ON 03/10/2020 between SMU1682K & SLK6256P along CTE(City) Before Ang Mo Kio Ave 1 Exit

Hi,

Thank you for your selection.

We will proceed to appoint/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.

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

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Monday, 5 October 2020 2:24 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: Re: ACCIDENT ON 03/10/2020 between SMU1682K & SLK6256P along CTE(City) Before Ang Mo Kio Ave 1 Exit

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

Dear Mr Lee,

As per tele-conversation, i would like to appoint LKK Auto Consultants for my PRI as your HIS, Tay Jian Ye is unable to be scheduled to survey my client's vehicle. Thank you

Sent from my Huawei phone

----- Original message -----

From: Motor Survey <motorsurvey@sg.msig-asia.com>

Date: Mon, 5 Oct 2020, 14:13

To: Advance Auto Garage <advanceag@hotmail.com>

Subject: RE: ACCIDENT ON 03/10/2020 between SMU1682K & SLK6256P along CTE(City) Before Ang Mo Kio Ave 1 Exit

Hi,

We refer to your email/faxed dated 05/10/2020.

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 (Appointment is full on _____)**

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) Samuel Phun
5. Gary Soon	10) Tay Beng Hee

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

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

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msig.com.sg



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

From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Monday, 5 October 2020 12:30 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: ACCIDENT ON 03/10/2020 between SMU1682K & SLK6256P along CTE(City) Before Ang Mo Kio Ave 1 Exit

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

Our Ref: AAG.20201001

Your Ref: SLK6256P

PRE-REPAIR INSPECTION NOTICE

Dear Sirs,

We act for FOO JIYUAN, ERIC, owner of SMU1682K that was damaged as a result of the above accident.

Please take note that our client's motorcar is presently located at his repairer's workshop,

Advance Auto Garage

10 Kaki Bukit Road 2, #01-21

First East Centre

Singapore 417868

TEL: 9007 9247

Email: advanceag@hotmail.com

ATTN: Xavier Lim

In the circumstances, kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

As provided by NIMA Protocol, take note that our client shall proceed to appoint his own surveyor and repair his vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

10 Kaki Bukit Road 2 #01-21

First East Centre S(417868)

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.