

RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

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

Thu 26/11/2020 2:44 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: gary.wong@mbmwheelpower.com.sg <gary.wong@mbmwheelpower.com.sg>; 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Dear Denise,

We confirm and accept the offer below.

Thank you.

Best Regards,

Lee Shirley | Claims Advisor



T 6262 8888 | F 6250 9015 | M 8686 5188

Email: shirley.lee@mbmwheelpower.com.sg

MBM Wheelpower PTE. LTD.

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Sin Ming Autocity • Singapore 575722

www.mbmwheelpower.com.sg

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Thursday, 26 November 2020 2:38 PM

To: shirley.lee@mbmwheelpower.com.sg

Cc: gary.wong@mbmwheelpower.com.sg; 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: Re: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Shirley,

Thank you for accepting, in this case the lump sum will be at \$3250. Please check and confirm

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

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

Sent: Thursday, 26 November 2020 9:12 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

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

<danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Denise,

We accept the \$400 for the ceramic coating.

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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www.mbmwheelpower.com.sg

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Thursday, 26 November 2020 8:39 AM

To: shirley.lee@mbmwheelpower.com.sg

Cc: gary.wong@mbmwheelpower.com.sg; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: Re: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Shirley,

Based on our principal findings, they maintain at \$400 as is only for the affected area.

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 25 November 2020 11:20 AM

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

Cc: gary.wong@mbmwheelpower.com.sg <gary.wong@mbmwheelpower.com.sg>; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: Re: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Shirely,

will check with our principle and get back to you

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

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

Sent: Wednesday, 25 November 2020 11:22 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: gary.wong@mbmwheelpower.com.sg <gary.wong@mbmwheelpower.com.sg>; 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Denise,

Please help to negotiate to \$600 on the ceramic coating.

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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www.mbmwheelpower.com.sg

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 25 November 2020 11:11 AM

To: 'shirley.lee@mbmwheelpower.com.sg' <shirley.lee@mbmwheelpower.com.sg>

Cc: 'gary.wong@mbmwheelpower.com.sg' <gary.wong@mbmwheelpower.com.sg>; Danny Ong <danny.ong@mbmwheelpower.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: Re: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Shirley,

Our principle has asked us to re-negotiate on ceramic coating to \$400.00.

Please check if you are able to accept.

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

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

Sent: Friday, 6 November 2020 3:43 PM

To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

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

Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Kenneth,

Kindly refer to the attached and help to finalise.

Lump Sum - \$3,800.00 (before GST) @ 4 days repair

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: Monica Chung <Monica_Chung@sg.msig-asia.com>

Sent: Wednesday, 14 October 2020 12:03 PM

To: shirley.lee@mbmwheelpower.com.sg

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

Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

WITHOUT PREJUDICE

Dear Shirley,

Already replied. Please see attached.

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.

Regards,

Monica Chung

Executive, Claims Services

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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, 14 October 2020 11:36 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: shirley.lee@mbmwheelpower.com.sg

Subject: FW: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs (Liab?)

Dear Monica,

Please assist on liability. 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



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6827 7800 | 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, 14 October 2020 11:31 AM
To: Winnie Chua <pingping_chua@sg.msig-asia.com>
Cc: gary.wong@mbmwheelpower.com.sg; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs

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

Dear Winnie,

Kindly advise us on the liability status.

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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www.mbmwheelpower.com.sg

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 7 October 2020 3:41 PM
To: shirley.lee@mbmwheelpower.com.sg
Cc: gary.wong@mbmwheelpower.com.sg; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs

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

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

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

Sent: Wednesday, 7 October 2020 3:39 PM

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

Cc: gary.wong@mbmwheelpower.com.sg; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: RE: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs

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

Dear Winnie,

We would like to choose Kenneth Kong from LKK Auto Consultant as the SJE.

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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www.mbmwheelpower.com.sg

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

Sent: Wednesday, 7 October 2020 2:38 PM

To: shirley.lee@mbmwheelpower.com.sg

Cc: gary.wong@mbmwheelpower.com.sg; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: FW: Accident Involving SMR2770Z and SLU3553Z (MSIG) along Jalan Bahar on 06/10/2020 at 09:45hrs

Hi,

We refer to your email/faxed dated 07/10/2020. PIC/Liability: To be confirmed.

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) Daniel Chan
4. Ng You Han	9) Victor Png
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

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

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

Sent: Wednesday, 7 October 2020 1:37 PM

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

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

Subject: Accident Involving SMR2770Z and SLU3553Z along Jalan Bahar on 06/10/2020 at 09:45hrs

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Dear All

Appreciate if you can advise us on the liability status first for the below loss and do not arrange for a survey as vehicle is not in yet.

Kindly refer to the attached GIA report.

Our Client's Vehicle Number:	SMR2770Z
NTUC Vehicle Number:	SLU3553Z
Date/Time of Loss:	06/10/2020 09:45hrs

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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