

## Shiau Chan (LKKAUTO)

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**From:** eryx.tan@mbmwheelpower.com.sg  
**Sent:** Thursday, 29 October 2020 11:10 AM  
**To:** SUR  
**Subject:** FW: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20 - FINALISE

Hi

For your reference.

Thank you & Best regards

Eryx Tan | Claim Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

[www.mbmwheelpower.com.sg](http://www.mbmwheelpower.com.sg)

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**From:** eryx.tan@mbmwheelpower.com.sg <eryx.tan@mbmwheelpower.com.sg>  
**Sent:** Friday, 23 October 2020 4:32 PM  
**To:** 'Kenneth Kong (LKKAUTO)' <KennethKong@lkkauto.com>  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20 - FINALISE

Dear Kenneth

Noted.

Thank you & Best regards

Eryx Tan | Claim Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

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**From:** Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Sent:** Friday, 23 October 2020 4:27 PM  
**To:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)  
**Subject:** Re: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20 - FINALISE

No, round up to \$4950.00.

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**From:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg) <[eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)>  
**Sent:** Friday, 23 October 2020 4:28 PM  
**To:** Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20 - FINALISE

Dear Kenneth

L/S Repair S\$4,972.00 / 03 DAYS

Thank you & Best regards

Eryx Tan | Claim Advisor



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Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

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**From:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg) <[eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)>  
**Sent:** Thursday, 22 October 2020 2:09 PM  
**To:** 'Kenneth Kong (LKKAuto)' <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20 - FINALISE

Dear Kenneth

Hereby attach the Finalise for your action.

Thank you & Best regards

Eryx Tan | Claim Advisor



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Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

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**From:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>  
**Sent:** Tuesday, 13 October 2020 3:56 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>; [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20

Dear Sir/Madam

Without Prejudice

We refer to the above reference

Liability is clear, pending insured concurrence on damages and quantum. We can proceed to do direct settlement

Please note that Loss of Use/Loss of Rental is strictly to our surveyor's recommendation on the duration of repairs, Saturdays included.

Thank you

**Chhia Nyuk Pui**

Senior Executive, Claims Services

Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)


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**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Sent:** Tuesday, 13 October 2020 3:35 PM  
**To:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>  
**Cc:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20

Hi Ms Chhia,

Please assist on liability.

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](http://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](mailto:zihui_ong@sg.msig-asia.com)



**MSIG**

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**From:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg) <[eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)>  
**Sent:** Tuesday, 13 October 2020 3:35 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20

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Dear All

Please let us have the liability status soonest. Thanks.

Thank you & Best regards

Eryx Tan | Claim Advisor



**T** 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)  
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**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Sent:** Monday, 12 October 2020 2:32 PM  
**To:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)  
**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20

Hi Eryx,


Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd - Kenneth Kong** 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](http://msig.com.sg).

**Ong Zi Hui**  
Admin Officer, Claims Services (In-House Survey)  
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**From:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg) <[eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)>

**Sent:** Monday, 12 October 2020 2:10 PM

**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20

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

Dear Zi Hui

We would like to engage LKK Kenneth for this survey.

Thank you & Best regards

Eryx Tan | Claim Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

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[www.mbmwheelpower.com.sg](http://www.mbmwheelpower.com.sg)

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**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Sent:** Monday, 12 October 2020 2:04 PM

**To:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

**Subject:** RE: Accident Involving SDU8722P and SLT4120M (GRAB) on 06-10-20

Hi Eryx,

We refer to your email dated 12/10/2020.

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**

\*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](mailto: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](http://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](mailto:zihui_ong@sg.msig-asia.com)



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**From:** [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg) <[eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)>

**Sent:** Monday, 12 October 2020 1:23 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Subject:** Accident Involving SDU8722P and SLT4120M (MSIG) on 06-10-20

Dear All

**Appreciate if you can advise us on the liability status** for the below loss

Kindly refer to the attached GIA report.  
Estimate will be provided during Survey.

Our Client's Vehicle Number:	SDU8722P
MSIG Vehicle Number:	SLT4120M
Date/Time of Loss:	06/10/2020 12:40hrs

Thank you & Best regards

Eryx Tan | Claim Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: [eryx.tan@mbmwheelpower.com.sg](mailto:eryx.tan@mbmwheelpower.com.sg)

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