

admin

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Thursday, 15 October 2020 1:46 PM
To: admin; 'assignments'
Cc: 'SUR'; Crystal Lee
Subject: RE: Survey Request - Manual Assigned


Accident involving SMU6017Z & SJV5683L (MSIG) on 10/10/2020 (PRE-REPAIR SURVEY REQUEST)

Hi Nivitha,

There is a change in workshop, please contact the new appointed workshop for survey arrangement.

Case already assigned via Merimen.

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)

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MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

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

From: admin <admin-d@lkkauto.com>
Sent: Thursday, 15 October 2020 9:35 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; 'assignments' <assignments@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: Survey Request - Manual Assigned

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

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted*

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

Sent: Wednesday, 14 October 2020 4:35 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

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

Subject: Survey Request - Manual Assigned

Accident involving SMU6017Z & SJV5683L (MSIG) on 10/10/2020 (PRE-REPAIR SURVEY REQUEST)


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



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

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

Sent: Wednesday, 14 October 2020 4:28 PM

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 (Bifrost)

Outsource

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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| 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, 14 October 2020 4:21 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: Accident involving SMU6017Z & SJV5683L (MSIG) on 10/10/2020 (PRE-REPAIR SURVEY REQUEST)

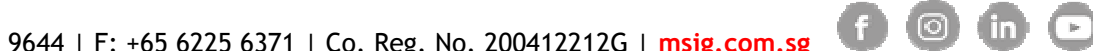
Folder not ready.

Ong Zi Hui
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A Member of **MS&AD** INSURANCE GROUP

From: Ong Zi Hui
Sent: Wednesday, 14 October 2020 4:17 PM
To: Claims Dept <claims_rar@bifrostauto.com>
Cc: assessment_ral@bifrostauto.com; claims@bifrostauto.com
Subject: RE: Accident involving SMU6017Z & SJV5683L (MSIG) on 10/10/2020 (PRE-REPAIR SURVEY REQUEST)

Hi,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd - Xing Guo Qiang** 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)

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

From: Claims Dept <claims_rar@bifrostauto.com>

Sent: Wednesday, 14 October 2020 3:54 PM

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

Cc: assessment_ral@bifrostauto.com; claims@bifrostauto.com

Subject: Re: Accident involving SMU6017Z & SJV5683L (MSIG) on 10/10/2020 (PRE-REPAIR SURVEY REQUEST)

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

Without Prejudice,

Dear Sir/Ma'am,

We wish to nominate Guo Qiang from LKK.

Thank you.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan

Motor Claims Department

Tel: 9329 0237

On Wed, 14 Oct 2020 at 15:30, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Ikhwan,

We refer to your email dated 14/10/2020.

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

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](https://www.msig.com.sg).

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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

From: Claims Dept <claims_rar@bifrostauto.com>

Sent: Wednesday, 14 October 2020 2:47 PM

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

Cc: Lucas Chow <assessment_ral@bifrostauto.com>; claims <claims@bifrostauto.com>

Subject: Accident involving SMU 6017 Z & SJV 5683 L on 10/10/2020 (PRE-REPAIR SURVEY REQUEST)

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, KEN JIE CARS , to notify you of the aforesaid accident involving our client's vehicle SMU 6017 Z and your insured's vehicle SJV 5683 L on 10/10/2020.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SJV 5683 L for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: IKHWAN (93290237)

Contact Email: claims_rar@bifrotauto.com

VEH IN (Date & Time) : 15/10/2020

PRS ARRANGEMENT (Date & Time) : 16/10/2020 after 1400hrs (Vehicle In)

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan
Motor Claims Department
Tel: 9329 0237

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