

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 5 November, 2020 8:59 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

SMS4936U Against SFS3612T (MSIG-amended) DOA : 03/11/2020

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:

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

From: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Sent: Thursday, 5 November 2020 8:57 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 ADVISE

Dear Crystal,

Please outsource this case.

Have a nice day.

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

From: Ong Zi Hui

Sent: Thursday, 5 November 2020 8:21 AM

To: STK STK <stkautosg@gmail.com>

Subject: RE: sms4936u Against SFS3612T (MSIG-amended) DOA : 03/11/2020

Hi Tan,

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

From: STK STK <stkautosg@gmail.com>

Sent: Wednesday, 4 November 2020 5:04 PM

To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Re: sms4936u Against SFS3612T (MSIG-amended) DOA : 03/11/2020

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

Dear ONG

Please refer to 1) LKK Auto Consultants Pte Ltd

Thank you

Yours sincerely

Tan Guohua

STK AUTO (S) PTE LTD | www.stkauto.com.sg

Mobile: (65) 9123 7949 | Tel: (65) 63860669

8 Kaki Bukit Ave 4 #03-21 Singapore 415875 @PREMIER

Ong Zi Hui <zihui_ong@sg.msig-asia.com> 于2020年11月4日周三 下午4:02写道 :

Hi Guohua,

We refer to your email dated 04/11/2020.

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.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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

From: STK STK <stkautosg@gmail.com>

Sent: Wednesday, 4 November 2020 3:39 PM

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

Subject: RE: sms4936u Against SMS4936U DOA : 03/11/2020

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

Dear

Please arrange survey before repair as soon as possible.

Thank you

Yours sincerely

Tan Guohua

STK AUTO (S) PTE LTD | www.stkauto.com.sg

Mobile: (65) 9123 7949 | Tel: (65) 63860669

8 Kaki Bukit Ave 4 #03-21 Singapore 415875 @PREMIER

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