

## Summer Lee (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Friday, 6 November, 2020 10:45 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SLE454E PRI.pdf; SLE454E GIA report.pdf

## Accident involving your insured XD2967S (Samwoh) & our SLE454E on 04/11/20

### 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](https://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](mailto:crystal_lee@sg.msig-asia.com)



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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>

**Sent:** Friday, 6 November 2020 10:39 AM

**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>

**Subject:** FW: ref: accident involving your insured XD2967S (Samwoh) & our SLE454E on 04/11/20

Disagree.

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ong Zi Hui

**Sent:** Friday, 6 November 2020 10:37 AM

**To:** Ms Chong <[mschong@millionauto.com](mailto:mschong@millionauto.com)>

**Cc:** [wendy@millionauto.com](mailto:wendy@millionauto.com)

**Subject:** RE: ref: accident involving your insured XD2967S (Samwoh) & our SLE454E on 04/11/20

Hi Ms Chong,

Thank you for your email.

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ms Chong <[mschong@millionauto.com](mailto:mschong@millionauto.com)>

**Sent:** Friday, 6 November 2020 10:32 AM

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

**Cc:** [wendy@millionauto.com](mailto:wendy@millionauto.com)

**Subject:** RE: ref: accident involving your insured XD2967S (Samwoh) & our SLE454E on 04/11/20

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

Dear Zi Hui,

We regret to inform that we are not accepting any of your proposed surveyors for this case.

We are going to appoint an independent surveyor (Pro-Option Services – Jayson Liaw) to conduct the inspection & assessment of the damage to SLE454E and lodged a third party claim against your insured in due course.

Kindly send your surveyor to conduct the Pre-Repair inspection within the next two days.

We look forward on your favorable reply.

Thanks !

Best Regards,  
Ms Chong  
Million Auto Service  
No.4 Penjuru Place #01-12,  
Singapore 608782  
62649091/82285020

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**From:** Ong Zi Hui [[mailto:zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)]  
**Sent:** Friday, November 06, 2020 9:51 AM  
**To:** [mschong@millionauto.com](mailto:mschong@millionauto.com)  
**Subject:** RE: ref: accident involving your insured XD2967S (Samwoh) & our SLE454E on 04/11/20

Hi Ms Chong,

We refer to your email dated 05/11/2020.

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) **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
2) Kenneth Kong
3) Marcus Chua

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)

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**From:** Ms Chong <[mschong@millionauto.com](mailto:mschong@millionauto.com)>

**Sent:** Thursday, 5 November 2020 6:06 PM

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

**Cc:** [wendy@millionauto.com](mailto:wendy@millionauto.com)

**Subject:** ref: accident involving your insured XD2967S & our SLE454E on 04/11/20

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

Dear Sir / Mdm,  
Please refer to the attachments & arrange surveyor take photos.  
We look forward on your favorable reply.  
Thanks !

Best Regards,

Ms Chong

Million Auto Service

No.4 Penjuru Place #01-12,

Singapore 608782

62649091/82285020

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