

Nivitha (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Friday, 6 November 2020 3:16 PM
To: assignments@lkkauto.com; admin-d@lkkauto.com
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned

GBB2451J & WC6103J (MSIG) SAMWOH - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Manual Assigned


Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

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



MSIG

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: Ong Zi Hui

Sent: Friday, 6 November 2020 3:12 PM

To: Chin Hui Xin <huixin@n51.com.sg>

Subject: RE: GBB2451J & WC6103J (MSIG) SAMWOH - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Hi Melody,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Marcus Chua** 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

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

From: Chin Hui Xin <huixin@n51.com.sg>

Sent: Friday, 6 November 2020 3:09 PM

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

Subject: Re: GBB2451J & WC6103J (MSIG) SAMWOH - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

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

Dear Zi Hui,

We appoint your surveyor Mr Marcus Xiao from LKK.

Please see attachment.

Regards,

Melody Chin

N-51 Automotive Pte Ltd

TWINCAR Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg



On Fri, Nov 6, 2020 at 9:48 AM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Melody,

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

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: Chin Hui Xin <huixin@n51.com.sg>

Sent: Thursday, 5 November 2020 5:15 PM

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

Subject: GBB2451J & WC6103J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

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

Dear Sir / Madam,

As per above subject.

Please refer to attachment and:-

Kindly propose / provide your 10 surveyors.

Thank you

Regards,

Melody Chin

N-51 Automotive Pte Ltd

TWINCAR Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg



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