

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 9 November 2020 1:04 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned (URGENT)

Importance: High

Repair Survey (Single Joint Expert) - SDH6777M DOA: 08/11/20 FBJ3508G

Please arrange survey ASAP

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

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



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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Monday, 9 November 2020 12:55 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

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



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | F: +65 6827

7800 | 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: Monday, 9 November 2020 12:46 PM

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

Subject: FW: Repair Survey (Single Joint Expert) - SDH6777M DOA: 08/11/20 FBJ3508G

Workshop want survey asap.

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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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Ong Zi Hui

Sent: Monday, 9 November 2020 12:45 PM

To: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Subject: RE: Repair Survey (Single Joint Expert) - SDH6777M DOA: 08/11/20 FBJ3508G

Hi June,

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.

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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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg

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



From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Monday, 9 November 2020 11:05 AM

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

Subject: Re: Repair Survey (Single Joint Expert) - SDH6777M DOA: 08/11/20 FBJ3508G

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

Hi Zi Hui,

Our selection as below :-

1) Kenneth Kong

Pls assist to arrange for survey asap.

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- chmotor@singnet.com.sg

From: Ong Zi Hui

Sent: Monday, November 9, 2020 10:50 AM

To: Cheng Hoe Motor (HQ)

Subject: RE: Repair Survey (Single Joint Expert) - SDH6777M DOA: 08/11/20 FBJ3508G

Hi June,

We refer to your email dated 09/11/2020.

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

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:

2) Xing Guo Qiang	6) Chow Bo Xiong
3) Kenneth Kong	7) William Ng
4) Marcus Chua	8) Victor Png
5) Ng You Han	9) Tay Beng Hee
6) 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)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg

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From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Monday, 9 November 2020 10:28 AM

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

Subject: Repair Survey (Single Joint Expert) - SDH6777M

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

Dear Sir,

OUR CLIENT - SDH6777M

DOA - 8/11/2020 @9am

YR INSURED - FBJ3508G

We refer to the above.

Under Protocol - SJE, pls provide list of surveyors for our selection.

Thank you.

Rgds,

June

Cheng Hoe Motor Pte Ltd

Tel :67556142

Fax : 67557719

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