

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 17 November, 2020 3:05 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: FBH 1550G-PRI.pdf

Please arrange PRI for bike FBH1550G DOA: 12/11/20 SLL3213C (GRAB)

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: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Tuesday, 17 November 2020 2:56 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)



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

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

Sent: Tuesday, 17 November 2020 2:18 PM

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

Subject: FW: Please arrange PRI for bike FBH1550G DOA: 12/11/20 SLL3213C (GRAB)

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: Ong Zi Hui

Sent: Tuesday, 17 November 2020 2:15 PM

To: Sg Motor <sgmotor2000@yahoo.com.sg>

Cc: sg_motor_enterprise@yahoo.com.sg

Subject: RE: Please arrange PRI for bike FBH1550G DOA: 12/11/20 SLL3213C (GRAB)

Hi Linda,

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.

I will let you know who is the officer in charge once our motor team register the claim.

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: Sg Motor <sgmotor2000@yahoo.com.sg>

Sent: Tuesday, 17 November 2020 2:07 PM

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

Cc: sg_motor_enterprise@yahoo.com.sg

Subject: Please arrange PRI for bike FBH1550G DOA: 12/11/20 SLL3213C (GRAB)

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

Dear Zi Hui

Please ignore the earlier email.

Please arrange LKK Auto Consultants Pte Ltd for the pre-inspection survey.

Thank You

Regards
Linda

S9 Motor Trading Pte Ltd

Blk 4001 #01-21
Ang Mo Kio Industrial Park 1
Singapore 569622
Tel: 64524898 Fax: 64524868

On Tuesday, 17 November 2020, 02:02:06 pm SGT, Sg Motor <sgmotor2000@yahoo.com.sg> wrote:

Dear Zi Hui

Please arrange LKK Auto Consultants Pte Ltd, Chow Bo Xiong for the pre-inspection survey.

May I know who is the officer in charge.

Thank You

Regards
Linda

S9 Motor Trading Pte Ltd

Blk 4001 #01-21
Ang Mo Kio Industrial Park 1
Singapore 569622
Tel: 64524898 Fax: 64524868

On Tuesday, 17 November 2020, 01:55:21 pm SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Linda,

We refer to your email dated 17/11/2020.

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: Sg Motor <sgmotor2000@yahoo.com.sg>
Sent: Tuesday, 17 November 2020 1:08 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: sg_motor_enterprise@yahoo.com.sg
Subject: Please arrange PRI for bike FBH 1550G

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

Dear Sir/Madam

Please arrange PRI for bike FBH 1550G as per attached.

Thank You

Regards
Linda

S9 Motor Trading Pte Ltd

Blk 4001 #01-21
Ang Mo Kio Industrial Park 1
Singapore 569622
Tel: 64524898 Fax: 64524868

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