

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 20 November 2020 5:03 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

PRS for our client's vehicle SHD7113X and your insured's vehicle SLQ2461H (MSIG) on 19.11.2020


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: Friday, 20 November 2020 4:59 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 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 <zihui_ong@sg.msig-asia.com>

Sent: Friday, 20 November 2020 4:25 PM

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

Subject: FW: PRS for our client's vehicle SHD7113X and your insured's vehicle SLQ2461H (MSIG) on 19.11.2020

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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

From: Ong Zi Hui

Sent: Friday, 20 November 2020 4:24 PM

To: Assessment Dept <assessment_ltc@bifrostauto.com>

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>

Subject: RE: PRS for our client's vehicle SHD7113X and your insured's vehicle SLQ2461H (MSIG) on 19.11.2020

Hi,

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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MSIG

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

From: Assessment Dept <assessment_ltc@bifrotauto.com>

Sent: Friday, 20 November 2020 3:56 PM

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

Cc: Claims Dept <claims_ltr@bifrotauto.com>; Joseph Koh <claims@bifrotauto.com>; Ms Lim <claims_ltm@bifrotauto.com>; Claims Dept <claims_ltv@bifrotauto.com>; Claims Dept <claims_lts@bifrotauto.com>

Subject: Re: PRS for our client's vehicle SHD7113X and your insured's vehicle SLQ2461H (MSIG) on 19.11.2020

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

WITHOUT PREJUDICE

Dear Sir/Mdm,

Our client has selected LKK..

Please let us have your claim number and office-in-charge's contact.

Please let us have the clearance of liability for direct settlement.

Please assign the pre-repair survey as soon as possible.

On Fri, 20 Nov 2020 at 15:40, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 20/11/2020.

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: Assessment Dept <assessment_ltc@bifrostable.com>

Sent: Friday, 20 November 2020 2:55 PM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>; Claims Dept <claims_ltr@bifrostable.com>; Joseph Koh <claims@bifrostable.com>; Ms Lim <claims_ltm@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>; Claims Dept <claims_lts@bifrostable.com>

Subject: PRS for our client's vehicle SHD 7113 X and your insured's vehicle SLQ 2461 H on 19.11.2020

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Ong Kah Tek, to notify you of the aforesaid accident involving our client's vehicle SHD 7113 X and your insured's vehicle SLQ 2461 H on 19.11.2020.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SLQ 2461 H for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee / Regina / Wilson

Contact Email: claims_ltv@bifrostauto.com / claims_ltm@bifrostauto.com / assessment_ltc@bifrostauto.com

VEH IN (Date & Time) : **20.11.2020**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

CONFIDENTIALITY NOTICE

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The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

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Best Regards

Regina / Wilson

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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Best Regards

Regina / Wilson

Assessment Dept

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