

## Summer Lee (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Monday, 23 November, 2020 2:39 PM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**Our Ref: WL.cp.160.20 Your Ref: SKU6934A (MSIG) DOA: 7/11/20 SGN8801X**

### **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](http://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)



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

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Monday, 23 November 2020 2:15 PM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Subject:** FW: Our Ref: WL.cp.160.20 Your Ref: SKU6934A (MSIG) DOA: 7/11/20 SGN8801X

Disagree

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ong Zi Hui

**Sent:** Monday, 23 November 2020 1:21 PM

**To:** [winstlow@singnet.com.sg](mailto:winstlow@singnet.com.sg)

**Subject:** RE: Our Ref: WL.cp.160.20 Your Ref: SKU6934A (MSIG) DOA: 7/11/20 SGN8801X

Hi,

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

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)

D: +65 6643 1320 | F: +65 6225 7402 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)



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**From:** [winstlow@singnet.com.sg](mailto:winstlow@singnet.com.sg) <[winstlow@singnet.com.sg](mailto:winstlow@singnet.com.sg)>

**Sent:** Monday, 23 November 2020 1:15 PM

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

**Cc:** [Winstlow@singnet.com.sg](mailto:Winstlow@singnet.com.sg)

**Subject:** RE: Our Ref: WL.cp.160.20 Your Ref: SKU6934A (MSIG) DOA: 7/11/20 SGN8801X

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

## ACCIDENT INVOLVING SGN 8801X AND SKU 6934A ALONG CLEMENTI AVENUE 2 ON 7 NOVEMBER 2020 AT ABOUT 1505 HOURS

Dear Zi Hui,

Our client objects appointing your surveyors as a single joint expert.

We propose on the following surveyors named in the list below to conduct the joint pre-repair survey as a single joint expert:

- 1) Michael Yap Teck Chye (Mc-Coy Appraiser Pte Ltd)
- 2) Dixon Yeo (Treasure Appraisal Services)
- 3) Dennis Yap Teck Wee (Pal's Appraiser Pte Ltd)
- 4) Andy Yap Teck Lee (LCW Appraiser Pte Ltd)

Please let us know within two (2) working days whether you are agreeable to the appointment of any of the above motor surveyors as a single joint expert.

Regards

M/s Winston Low & Partners  
Advocates & Solicitors  
111 North Bridge Road  
#11-03 Peninsula Plaza  
Singapore 179098

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On Mon Nov 23 2020 12:46:11 GMT+0800 (China Standard Time) Ong Zi Hui <[zihui\\_ong@sg.msiga.com](mailto:zihui_ong@sg.msiga.com)> wrote:

----- Original Message -----

Hi,

We refer to your email dated 23/11/2020.

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:

- \*Fast lane settlement is not applicable for cases that liability is in dispute\*
- 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).

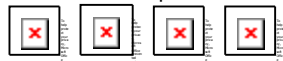
**Ong Zi Hui**  
Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)



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048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G |

[msig.com.sg](http://msig.com.sg)





**From:** [winstlow@singnet.com.sg](mailto:winstlow@singnet.com.sg) <[winstlow@singnet.com.sg](mailto:winstlow@singnet.com.sg)>

**Sent:** Monday, 23 November 2020 12:34 PM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Cc:** [Winstlow@singnet.com.sg](mailto:Winstlow@singnet.com.sg)

**Subject:** Our Ref: WL.cp.160.20 Your Ref: SKU 6934A

**EXTERNAL EMAIL:**

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

ACCIDENT INVOLVING SGN 8801X AND SKU 6934A ALONG  
CLEMENTI AVENUE 2 ON 7 NOVEMBER 2020 AT ABOUT 1505 HOURS  
Dear Sirs,

1. We act for Goh Keh Seng, the owner of vehicle no. SGN 8801X.
2. We are instructed to claim damages against you in connection with the above accident.
3. Pursuant to the State Courts NIMA Protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop: -

Venue: **Han Car Repairs**  
Address: 1001 Bukit Merah Lane 3  
#01-49, Alexandra Village  
Singapore 159718

Contact: Ms. Susan Chin @ 9777 7266

4. TAKE NOTICE that you are required to respond to us within 2 working days (excluding Saturday, Sunday and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

M/s Winston Low & Partners  
Advocates & Solicitors  
111 North Bridge Road  
#11-03 Peninsula Plaza  
Singapore 179098

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