

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 26 November 2020 2:15 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020 **APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD AS SINGLE JOINT EXPERT**

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](https://www.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:

+65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](https://www.msig.com.sg)    

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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Thursday, 26 November 2020 2:12 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](https://www.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: Thursday, 26 November 2020 1:39 PM

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

Subject: FW: ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD AS SINGLE JOINT EXPERT

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: Thursday, 26 November 2020 1:37 PM

To: Asia Motorsports Solution Pte Ltd <asiamotorsports@hotmail.com>

Subject: RE: ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD AS SINGLE JOINT EXPERT

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.

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: Asia Motorsports Solution Pte Ltd <asiamotorsports@hotmail.com>

Sent: Thursday, 26 November 2020 1:27 PM

To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: Irene Tan <irene_tan@sg.msig-asia.com>

Subject: Re: ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD AS SINGLE JOINT EXPERT

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

Your Ref:

Our Ref: GBA 3537 U

26 November 2020

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01
SGX Centre
Singapore 068807

**PROPERTY CLAIM
(WITHOUT PREJUDICE
TO: Any Personal Injury
Claims)**

Attn: Claims Department

Via Email

Dear Sir/Mdm,

ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020 - APPOINTMENT OF LKK AUTO CONSULTANTS PTE LTD AS SINGLE JOINT EXPERT

Thank you so much for your reply dated 26 November 2020. We can confirm that the vehicle is presently in our workshop. We are pleased to inform you that we are agreeable to your selection of **LKK AUTO CONSULTANTS PTE LTD** as the Single Joint Expert.

In compliance with the New State Courts Practice Directions, we shall await your kind office to instruct **LKK AUTO CONSULTANTS PTE LTD** (as the Single Joint Expert) to attend to the pre-repair survey of our client's damaged vehicle at our premise at **15 Kaki Bukit Road 4 #01-05/53 Bartley Biz Centre Singapore 417808**.

We seek your assistance in arranging for the pre-repair survey by **30 November 2020 (Monday), 1330H** so that we can commence repair on our client's damaged vehicle as soon as possible and expedite the return of the vehicle to our client.

Thank you and we hope to hear from you soonest.

Regards,

Asia Motorsports Solution Pte Ltd

Contact Number: 97953128

asiamotorsports@hotmail.com

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

Sent: Thursday, November 26, 2020 12:34 PM

To: Asia Motorsports Solution Pte Ltd <asiamotorsports@hotmail.com>

Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBA3537U & SLP6034L (GRAB) ON 22 NOVEMBER 2020

Hi,

We refer to your email dated 26/11/2020.

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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From: Asia Motorsports Solution Pte Ltd <asiamotorsports@hotmail.com>

Sent: Thursday, 26 November 2020 11:33 AM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>

Cc: Irene Tan <irene_tan@sg.msig-asia.com>

Subject: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020

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

Your Ref:

Our Ref: GBA 3537 U

26 November 2020

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01
SGX Centre
Singapore 068807

**PROPERTY CLAIM
(WITHOUT PREJUDICE
TO: Any Personal Injury
Claims)**

Attn: Claims Department

Via Email

Dear Sir/Mdm,

NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBA 3537 U & SLP 6034 L ON 22 NOVEMBER 2020

We are instructed to notify you of a road traffic accident on **22 November 2020** at about **0940H** at **Blk 453A Carpark towards Fajar Road** involving our client's vehicle registration number **GBA 3537 U** and vehicle registration number **SLP 6034 L** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice and your proposed list of 10 recommended motor surveyors for our appointment.

Kindly note that if we do not hear from you by **30 November 2020 (Monday), 1200H**, we will be forwarding **our proposed list of 10 motor surveyors** for your appointment, in accordance to the new regulations.

Thank you and we hope to hear from you soonest.

Regards,

Asia Motorsports Solution Pte Ltd

37A Everitt Road

Singapore 428586

Contact Number: 97953128

asiamotorsports@hotmail.com

CONFIDENTIALITY NOTICE

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