

## Celine Fong (LKKAUTO)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 1 December 2020 1:00 PM  
**To:** Admin-D (LKKAUTO); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**PRI - SGU3837P ; Our Ref:JLC.1628.2020.PD(A) ; Your Ref: TO BE ADVISED SLT5703A (GRAB) DOA: 26/11/20**

### 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](mailto:crystal_lee@sg.msig-asia.com)



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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Tuesday, 1 December 2020 12:32 PM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Subject:** FW: PRI - SGU3837P ; Our Ref:JLC.1628.2020.PD(A) ; Your Ref: TO BE ADVISED SLT5703A (GRAB) DOA: 26/11/20

Disagree

**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)





**From:** Ong Zi Hui

**Sent:** Tuesday, 1 December 2020 12:29 PM

**To:** Ganesh <[executive@johnlawchambers.com](mailto:executive@johnlawchambers.com)>; [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com)

**Cc:** [clarence@ats.com.sg](mailto:clarence@ats.com.sg); [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com)

**Subject:** RE: PRI - SGU3837P ; Our Ref:JLC.1628.2020.PD(A) ; Your Ref: TO BE ADVISED SLT5703A (GRAB) DOA: 26/11/20

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)

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**MSIG**



**From:** Ganesh <[executive@johnlawchambers.com](mailto:executive@johnlawchambers.com)>

**Sent:** Tuesday, 1 December 2020 11:54 AM

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

**Cc:** [clarence@ats.com.sg](mailto:clarence@ats.com.sg); [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com)

**Subject:** RE: PRI - SGU3837P ; Our Ref:JLC.1628.2020.PD(A) ; Your Ref: TO BE ADVISED SLT5703A (GRAB) DOA: 26/11/20

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

## **WITHOUT PREJUDICE**

Dear Sir/Madam,

We refer to your email.

We have our client's instructions to reject your proposal on your Single Joint Expert.

We propose to use the motor surveyor(s) named in the list below to conduct the joint pre-repair survey as a Single Joint Expert:

**WG Appraisal Services**

Kindly let us hear from you within 2 working days as per the new NIMA protocol failing which we will proceed with the necessary.

Thank you.

With Regards,

***GANESH.V***

**JOHN LAW CHAMBERS LLC**

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#10-07 Manhattan House  
Singapore 169876.

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DID: 88201591

FAX: 65926985

Our areas of practice include: Personal Injury & Workmen Compensation Claims • Divorce & Family Law • Civil Litigation • Corporate Law • Debt Claims • Wills and Probate • Powers of Attorney • Lasting Powers of Attorney • Criminal Law • Conveyancing

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

**Sent:** Tuesday, 1 December 2020 9:31 am

**To:** [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com)

**Cc:** [clarence@ats.com.sg](mailto:clarence@ats.com.sg); Ganesh <[executive@johnlawchambers.com](mailto:executive@johnlawchambers.com)>

**Subject:** RE: PRI - SGU3837P ; Our Ref:JLC.1628.2020.PD(A) ; Your Ref: TO BE ADVISED SLT5703A (GRAB) DOA: 26/11/20

Hi Jolene,

We refer to your email dated 30/11/2020.

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](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)

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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)

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**From:** [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com) <[admin@johnlawchambers.com](mailto:admin@johnlawchambers.com)>

**Sent:** Monday, 30 November 2020 4:51 PM

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

**Cc:** CLARENCE ONG (ATS) <[clarence@ats.com.sg](mailto:clarence@ats.com.sg)>; [executive@johnlawchambers.com](mailto:executive@johnlawchambers.com)

**Subject:** PRI - SGU3837P ; Our Ref:JLC.1628.2020.PD(A) ; Your Ref: TO BE ADVISED

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

#### **WITHOUT PREJUDICE**

Our Ref: JLC.1628.2020.PD(A)

Yr Ref: To Be Advised

OUR VEH: SGU3837P

YR VEH: SLT5703A

DOA:26.11.2020

LOC: BLK 417 FERNVALE LINK CARPARK

30 NOVEMBER 2020

**MSIG INSURANCE (SINGAPORE) PTE LTD**

4 Shenton Way,  
SGX Centre,  
Singapore 068807

**BY EMAIL ONLY**

Dear Sir/Madam,

**ACCIDENT INVOLVING SGU3837P AND SLT5703A ALONG BLK 417 FERNVALE LINK CARPARK ON 26 NOV 2020.**

We act for the owner of vehicle no. **SGU3837P**

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

**1 STOP GARAGE PTE LTD**

Address: S9 Building  
55 Serangoon North Ave 4, #02-10  
Singapore 555859

Mobile Number: 98522415

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.

Please contact us at **6592 6983** or email us at [executive@johnlawchambers.com](mailto:executive@johnlawchambers.com) / [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com) for future correspondences.

Regards

***JOLENE***

JOHN LAW CHAMBERS LLC  
UEN 201933836C  
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DID: 6592 6983

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Our areas of practice include: Personal Injury & Workmen Compensation Claims • Divorce & Family Law • Civil Litigation • Corporate Law • Debt Claims • Wills and Probate • Powers of Attorney • Lasting Powers of Attorney • Criminal Law • Conveyancing

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