

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 3 December, 2020 11:16 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

PRI SURVEY FOR SLZ6278Y TOYOTA WISH | DOA : 28 NOV 2020 **OUR REFERENCE : 1AP-202012-02 | YOUR REFERENCE : SKW3604L (MSIG)**

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:

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

From: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Sent: Thursday, 3 December 2020 11:13 AM
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)

D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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

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

Sent: Thursday, 3 December 2020 9:00 AM

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

Subject: FW: PRI SURVEY FOR SLZ6278Y TOYOTA WISH | DOA : 28 NOV 2020 | OUR REFERENCE : 1AP-202012-02 | YOUR REFERENCE : SKW3604L (MSIG)

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, 3 December 2020 8:59 AM

To: Christina <christina@1ap.com.sg>

Subject: RE: PRI SURVEY FOR SLZ6278Y TOYOTA WISH | DOA : 28 NOV 2020 | OUR REFERENCE : 1AP-202012-02 | YOUR REFERENCE : SKW3604L (MSIG)

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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MSIG

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

From: Christina <christina@1ap.com.sg>

Sent: Thursday, 3 December 2020 8:53 AM

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

Subject: Re: PRI SURVEY FOR SLZ6278Y TOYOTA WISH | DOA : 28 NOV 2020 | OUR REFERENCE : 1AP-202012-02 | YOUR REFERENCE : SKW3604L (MSIG)

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

Dear Sirs,

We agreed to your list of surveyors for SJE PRI.

Our choice is as follow:-

LKK

Please send assignment to them and get them to contact me at 91883197 before coming over for survey.

Thanks and best regards,

Christina Tan

Business Development Manager

1st Auto Pro Pte Ltd

8 Kaki Bukit Avenue 4 Premier @ Kaki Bukit

Office @ #01-49 | Ws @ #01-51 & 52

Singapore 415875 | DID: 9188 3197

On 3 Dec 2020, at 8:27 AM, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Christina,

We are still pending for your reply.

Please revert back to us at the soonest.

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)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com

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From: Ong Zi Hui

Sent: Wednesday, 2 December 2020 1:36 PM

To: Christina <christina@1ap.com.sg>

Subject: RE: PRI SURVEY FOR SLZ6278Y TOYOTA WISH | DOA : 28 NOV 2020 | OUR REFERENCE : 1AP-202012-02 | YOUR REFERENCE : SKW3604L (MSIG)

Hi Christina,

We refer to your email dated 02/12/2020.

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: Christina <christina@1ap.com.sg>

Sent: Wednesday, 2 December 2020 12:00 PM

To: Claims SG <claims@sg.msig-asia.com>

Subject: PRI SURVEY FOR SLZ6278Y TOYOTA WISH | DOA : 28 NOV 2020 | OUR REFERENCE : 1AP-202012-02 | YOUR REFERENCE : SKW3604L

Importance: High

| |
|---------------------------------------------------------------------------------------|
| EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s). |
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Dear Sirs,

Refer to the above reference.

We'd like to call for a pre-repair inspection. As per new protocol, please let us have your list of surveyors / surveyor companies.

Kindly respond within the next 2 working days otherwise we'll deem that you do not wish to proceed with the PRI survey and we'll arrange for our own.

Thanks and best regards,

Christina Tan

Business Development Manager

1st Auto Pro Pte Ltd

8 Kaki Bukit Avenue 4 Premier @ Kaki Bukit

Office @ #01-49 | Ws @ #01-51 & 52

Singapore 415875 | DID: 9188 3197

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