

Summer Lee (LKK Auto)

From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Friday, 4 December, 2020 8:42 AM
To: 'Crystal Lee'; 'assignments'; 'SUR'; 'Lee Wee Ho'; 'Winnie Chua'
Cc: 'Ong Zi Hui'
Subject: RE: Survey Request - Manual Assigned

Dear Crystal,
Note with thanks.

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 4 December, 2020 8:24 AM
To: Summer Lee (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Lee Wee Ho <weeho_lee@sg.msig-asia.com>; Winnie Chua <pingping_chua@sg.msig-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: Survey Request - Manual Assigned

Dear LKK,

Due to OI not insured under MSIG, please ignore/cancel the assignment as per Wee Ho instruction.

Apologise for the inconvenient caused.

 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: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Thursday, 3 December 2020 5:22 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: Survey Request - Manual Assigned

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Thursday, 3 December, 2020 5:08 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

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

Subject: Survey Request - Manual Assigned

Our ref : L20.0973.at // ACCIDENT INVOLVING GBE9418U & SLS7345S (MSIG) ON 28/11/2020 ALONG BUKIT HO SWEE NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY

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



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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 5:05 PM

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

Subject: FW: Our ref : L20.0973.at // ACCIDENT INVOLVING GBE9418U & SLS7345S (MSIG) ON 28/11/2020 ALONG BUKIT HO SWEE NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY

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



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

From: Kuru & Co <kurulegal@yahoo.com.sg>

Sent: Thursday, 3 December 2020 5:02 PM

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

Cc: Lee Wee Ho <weeho_lee@sg.msig-asia.com>

Subject: Re: Our ref : L20.0973.at // ACCIDENT INVOLVING GBE9418U & SLS7345S (MSIG) ON 28/11/2020 ALONG BUKIT HO SWEE NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY

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

Dear Zi Hui

We confirm that you have objected to our client's list of surveyors. Our client's vehicle is at the following address:

YAP AUTO SERVICE

Blk 9004 Tampines St 93
#01-78
Singapore 528838

[Tel:Mr Yap/9423 5116](tel:94235116)

Please inform your surveyor to conduct the pre-repair survey within 2 working days, failing which our client will have no alternative but to proceed with the repair of his vehicle.

Best regards

Anne

Kuru & Co

150 South Bridge Road
#04-06 Fook Hai Building
Singapore 058727
Tel: 6532 2009
Fax: 6532 2007

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On Thursday, 3 December 2020, 4:51:17 pm SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Irene,

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.

Also please let us have the workshop details & contact person.

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

From: Kuru & Co <kurulegal@yahoo.com.sg>

Sent: Thursday, 3 December 2020 4:47 PM

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

Cc: Lee Wee Ho <weeho_lee@sg.msig-asia.com>

Subject: Our ref : L20.0973.at // ACCIDENT INVOLVING GBE9418U & SLS7345S (MSIG) ON 28/11/2020 ALONG BUKIT HO SWEE NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY

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

Hi Zi Hui

Our client is objecting to your list of surveyors. Attached is our client's list of proposed surveyors for your consideration.

Please state the surveyor you will be appointing to be the single joint expert or that you are objecting to our client's proposed list of surveyors.

If we do not hear from you within 2 working days, it shall be deemed that you have agreed to the appointment of any of the surveyors listed by our client.

Regards

Irene

Kuru & Co
150 South Bridge Road
#04-06 Fook Hai Building
Singapore 058727
Tel: 6532 2009

Fax: 6532 2007

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On Thursday, 3 December 2020, 2:47:27 pm SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Irene,

We refer to your email dated 03/12/2020.

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:

- *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

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: Kuru & Co <kurulegal@yahoo.com.sg>

Sent: Thursday, 3 December 2020 2:22 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: PRI 1 - MSIG Our ref : L20.0973.cj // ACCIDENT INVOLVING GBE 9418U & SLS 7345S ON 28/11/2020
ALONG BUKIT HO SWEE NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY

Dear Sirs

**ACCIDENT INVOLVING GBE 9418U & SLS 7345S ON 28/11/2020
ALONG BUKIT HO SWEE
NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY**

We act for **EVERST EQUIPMENT & SERVICES**, whose vehicle registration number **GBE 9618U** was damaged in the above accident.

A copy of the Accident report filed is enclosed.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle.

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Regards

Irene

Kuru & Co

150 South Bridge Road

#04-06 Fook Hai Building

Singapore 058727

Tel: 6532 2009

Fax: 6532 2007

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