

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 4 December, 2020 10:38 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

Repair Survey (Single Joint Expert) - SGD9992Z

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: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Sent: Friday, 4 December 2020 10:24 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: Repair Survey (Single Joint Expert) - SGD9992Z

Dear Crystal,

Please outsource this case once the folder is ready.

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](https://www.msig.com.sg).

Best Regards

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

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

From: Motor Survey

Sent: Friday, 4 December 2020 10:23 AM

To: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Subject: RE: Repair Survey (Single Joint Expert) - SGD9992Z

Dear June,

Thank you for your selection.

We will proceed to appoint/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.

☞ 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: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Friday, 4 December 2020 10:14 AM

To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: Re: Repair Survey (Single Joint Expert) - SGD9992Z

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

Dear Sir,

Our selection as below :-

1) LKK Auto Consultants Pte Ltd

Pls assist to arrange for survey.

Also, pls advise who is the officer-in-charge.

Thank you.

Rgds
June
Cheng Hoe Motor Pte Ltd
Tel : 67556142
Fax : 67557719
Email- chmotor@singnet.com.sg

From: Motor Survey
Sent: Friday, December 4, 2020 9:24 AM
To: chmotor@singnet.com.sg
Subject: FW: Repair Survey (Single Joint Expert) - SGD9992Z

Hi,

We refer to your email/faxed 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 (Appointment is full on _____)**

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) Samuel Phun
5) Gary Soon	10) Tay Beng Hee

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

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: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Thursday, 3 December 2020 4:52 PM

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

Subject: Repair Survey (Single Joint Expert) - SGD9992Z

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

Dear Sir,

OUR CLIENT - SGD9992Z

DOA - 1/12/20 @1255hrs

YR INSURED - YP4065G

We refer to the above.

Under Protocol - SJE, pls provide list of surveyors for our selection.

Thank you.

Rgds,

June

Cheng Hoe Motor Pte Ltd

Tel :67556142

Fax : 67557719

CONFIDENTIALITY NOTICE

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