

## Nivitha (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 10 December 2020 3:34 PM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**DIRECT SETTLEMENT | Our Ref: SMH7011B | Your Ref: SLP645M (GRAB) DOA: 08/12/20**

### 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](http://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)



**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](http://msig.com.sg)



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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Thursday, 10 December 2020 3:29 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](http://msig.com.sg).*

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



**MSIG Insurance (Singapore) Pte Ltd** 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | F: +65 6827 7800 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Sent:** Thursday, 10 December 2020 3:23 PM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Subject:** FW: DIRECT SETTLEMENT | Our Ref: SMH7011B | Your Ref: SLP645M (GRAB) DOA: 08/12/20

**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)



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**From:** Ong Zi Hui  
**Sent:** Thursday, 10 December 2020 2:03 PM  
**To:** C. S. ONG AUTO PTE. LTD. <[csongauto@yahoo.com.sg](mailto:csongauto@yahoo.com.sg)>  
**Subject:** RE: DIRECT SETTLEMENT | Our Ref: SMH7011B | Your Ref: SLP645M (GRAB) DOA: 08/12/20

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](http://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](mailto:zihui_ong@sg.msig-asia.com)





**From:** C. S. ONG AUTO PTE. LTD. <[csongauto@yahoo.com.sg](mailto:csongauto@yahoo.com.sg)>  
**Sent:** Thursday, 10 December 2020 1:32 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** Re: DIRECT SETTLEMENT | Our Ref: SMH7011B | Your Ref: SLP645M (GRAB) DOA: 08/12/20

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

Dear Sir / Madam,

We would like to appoint LKK to conduct the survey.

Thank you

***Warmest Regards,***

**C. S. ONG AUTO PTE. LTD.**

Blk 10, Ang Mo Kio Ind Park 2A,  
#02-16 AMK AutoPoint, Singapore 568047  
Tel: 6484 1933 | Fax: 6484 1922  
E-Mail: [csongauto@yahoo.com.sg](mailto:csongauto@yahoo.com.sg)

On Thursday, 10 December 2020, 01:23:30 pm SGT, Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

Hi,

We refer to your email dated 10/12/2020.

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](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)  
D: +65 6643 1320 | F: +65 6225 7402 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)



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**From:** C. S. ONG AUTO PTE. LTD. <[csongauto@yahoo.com.sg](mailto:csongauto@yahoo.com.sg)>  
**Sent:** Thursday, 10 December 2020 1:15 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** DIRECT SETTLEMENT | Our Ref: SMH7011B | Your Ref: SLP645M

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

NOTICE OF ACCIDENT

To: Motor Claims Department (Do Direct Settlement)

Date: 10 Dec 2020

MSIG Insurance (Singapore) Pte Ltd  
16 Raffles Quay  
#24-01 Hong Leong Building  
Singapore 048581  
Fax: 6225 7402  
Email: [motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com).

Dear Sir/ Madam,

We are instructed by our client to notify you of a road traffic accident on 08/12/2020 at about 1900hrs along BLK 175 BOON LAY DRIVE CARPARK LOT 144 involving our client's vehicle registration number SMH7011B and vehicle registration number SLP645M driven by you or your authorised driver at the material time. A copy of Singapore accident statement / traffic police report filed is enclosed. 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 whether you or your insurer 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 / we shall proceed to repair the vehicle without further reference to you.

Please be informed that the said vehicle can be inspected at:

Name of Workshop: C. S. Ong Auto Pte Ltd  
Address: 10, Ang Mo Kio Industrial Park 2A  
AMK Autopoint #02-16  
Singapore (568047)

*Warmest Regards,*

**C. S. ONG AUTO PTE. LTD.**

Blk 10, Ang Mo Kio Ind Park 2A,  
#02-16 AMK AutoPoint, Singapore 568047  
Tel: 6484 1933 | Fax: 6484 1922  
E-Mail: [csongauto@yahoo.com.sg](mailto:csongauto@yahoo.com.sg)

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