

## Summer Lee (LKK Auto)

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Sent:** Monday, 14 December, 2020 3:22 PM  
**To:** assignments@lkkauto.com; admin-d@lkkauto.com  
**Cc:** Crystal Lee  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SAS REPORT.pdf

### NEW THIRD PARTY DIRECT SETTLEMENT VEH NO : SKR4280G/SLQ2184H (GRAB) DOA 12/12/2020

#### Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

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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# MSIG

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**From:** Ong Zi Hui

**Sent:** Monday, 14 December 2020 2:32 PM

**To:** shimin poh <shimin@jkh.com.sg>

**Subject:** RE: NEW THIRD PARTY DIRECT SETTLEMENT VEH NO : SKR4280G/SLQ2184H (GRAB) DOA 12/12/2020

Hi Shimin,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd - Marcus Chua** 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**

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**From:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>

**Sent:** Monday, 14 December 2020 2:27 PM

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

**Subject:** Re: NEW THIRD PARTY DIRECT SETTLEMENT VEH NO : SKR4280G/SLQ2184H (GRAB)  
DOA 12/12/2020

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

Dear Zi Hui:

We choose Marcus from LKK

**Thank You !**

**Bridget Poh (Shimin)**

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913 Fax: 67435234

On Mon, Dec 14, 2020 at 2:24 PM Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

Hi Shimin,

We refer to your email dated 14/12/2020.

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](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

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**From:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>

**Sent:** Monday, 14 December 2020 1:33 PM

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

**Subject:** NEW THIRD PARTY DIRECT SETTLEMENT VEH NO : SKR4280G/SLQ2184H DOA 12/12/2020

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

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Dear Sir/Mdm,

Kindly arrange pre-repair survey for the above and if possible would like to do direct settlement.

Please provide us your list of surveyors for our selection.

Attached is the accident report for your reference and we're currently in the midst of preparing the estimate.

Thank you and hope to hear from you soon.

**Thank You !**

**Bridget Poh (Shimin)**

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913 Fax: 67435234

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