

## Summer Lee (LKK Auto)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Tuesday, 15 December, 2020 9:40 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**Importance:** High

### **REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SMW 7312D** **[Our Ref. TCL..ro.50398.20.ess] DOA: 11/12/20 GBC1235T (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://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](https://msig.com.sg)



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

---

**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Tuesday, 15 December 2020 9:35 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 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](https://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)



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

---

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

**Sent:** Tuesday, 15 December 2020 8:49 AM

**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

**Subject:** FW: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SMW 7312D [Our Ref. TCL..ro.50398.20.ess] DOA: 11/12/20 GBC1235T (MSIG)

**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)



**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)



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

---

**From:** Ong Zi Hui

**Sent:** Tuesday, 15 December 2020 8:47 AM

**To:** 'Ruby Ong' <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Cc:** [xdetox32@gmail.com](mailto:xdetox32@gmail.com)

**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SMW 7312D [Our Ref. TCL..ro.50398.20.ess] DOA: 11/12/20 GBC1235T (MSIG)

Hi Ruby,

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**

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)



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)



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

**From:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Sent:** Monday, 14 December 2020 5:10 PM

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

**Cc:** [xdetox32@gmail.com](mailto:xdetox32@gmail.com)

**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SMW 7312D [Our Ref. TCL..ro.50398.20.ess] DOA: 11/12/20 GBC1235T (MSIG)

**Importance:** High

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

**WITHOUT PREJUDICE  
SAVE AS TO COSTS**

Dear Zi Hui

We refer to your email of even date.

Our client is agreeable to appoint **Marcus Chua of LKK Auto Consultants Pte Ltd** from your list to conduct the joint pre-repair survey as a single joint expert for our client's vehicle no. **SMW 7312D**.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **EURO SUCCESS SERVICES PTE LTD**  
1 Kaki Bukit Avenue 6  
#02-03 Autobay  
Singapore 417883

Contact Person : Ah Huat (Tel. 9828 9277 / 6742 6231)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 254**  
Fax : 6338 3536 / 6533 0313  
[www.htapartners.com.sg](http://www.htapartners.com.sg)

Privileged/Confidential information is contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

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

**Sent:** Monday, 14 December 2020 4:17 PM

**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SMW 7312D [Our Ref. TCL..ro.50398.20.ess] DOA: 11/12/20 GBC1235T (MSIG)

Hi Ruby,

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**

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)



**MSIG**

**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)



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

**From:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Sent:** Monday, 14 December 2020 3:47 PM

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

**Cc:** [xdetox32@gmail.com](mailto:xdetox32@gmail.com)

**Subject:** REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SMW 7312D [Our Ref. TCL.ro.50398.20.ess]  
**Importance:** High

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

Your ref: GBC 1235T  
Our ref: TCL.ro.50398.20.ess

**WITHOUT PREJUDICE**

14 December 2020

**URGENT**

**MSIG Insurance (Singapore) Pte Ltd**  
16 Raffles Quay #24-01  
Hong Leong Building  
Singapore 048581  
**Attn: Motor Claims Dept**

By Email only

Dear Sirs

**CLAIMANT : TSL CAR LEASING PTE LTD**

**NOTICE OF ACCIDENT AND PRE-REPAIR SURVEY - ACCIDENT INVOLVING SMW 7312D & GBC 1235T  
ALONG TAMPINES AVENUE 10 ON 11 DECEMBER 2020 @ 1915HRS**

We are instructed by TSL Car Leasing Pte Ltd to notify you of a road traffic accident on 11 December 2020 at about 1915hrs along Tampines Avenue 10 involving our client's vehicle registration number SMW 7312D and vehicle registration number GBC 1235T driven by your insured at the material time.

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 reference to you.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 254**  
Fax : 6338 3536 / 6533 0313  
[www.htapartners.com.sg](http://www.htapartners.com.sg)

Privileged/Confidential information is contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

---

**CONFIDENTIALITY NOTICE**

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.