

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 15 December, 2020 9:42 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SLB4590.pdf

Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLB4590J (DOA: 09/12/2020) FBN600X (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.

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: 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.

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



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

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 15 December 2020 8:51 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLB4590J (DOA: 09/12/2020) FBN600X (MSIG)

Ong Zi Hui
Admin Officer, Claims Services (In-House Survey)
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A Member of **MS&AD INSURANCE GROUP**

From: Ong Zi Hui
Sent: Tuesday, 15 December 2020 8:50 AM
To: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com>
Cc: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Subject: RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLB4590J (DOA: 09/12/2020) FBN600X (MSIG)

Hi Dorlyn,

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.

Ong Zi Hui
Admin Officer, Claims Services (In-House Survey)
D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com





From: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com>
Sent: Monday, 14 December 2020 5:36 PM
To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Cc: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Subject: Re: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLB4590J (DOA: 09/12/2020) FBN600X (MSIG)

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

Hi Ms Ong,

Our Selection as follow :

- LKK Auto Consultants Pte Ltd

Thank you.

Rgds
Dorlyn Li
Cheng Hoe Motor Pte Ltd (AMK)
Tel : 64812001

From: Ong Zi Hui
Sent: Monday, December 14, 2020 5:04 PM
To: Cheng Hoe Motor Pte Ltd (AMK)
Cc: June Phua (Cheng Hoe Motor)
Subject: RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLB4590J (DOA: 09/12/2020) FBN600X (MSIG)

Hi Dorlyn,

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





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

From: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com>
Sent: Monday, 14 December 2020 4:52 PM
To: Claims SG <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>; Cheng Hoe Motor (HQ) <chmotor@singnet.com.sg>
Subject: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLB4590J (DOA: 09/12/2020)

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

Dear Sir,

OUR CLIENT : SLB4590J
DOA : 09/12/2020 @ 0845HR
YR INSURED : FBN600X

(A) Kindly provide us your surveyor listing for the selection on the survey.

(B) Also, please advise on liability and are you agree on DIRECT SETTLEMENT?

Thank you.

Regards

Dorlyn
Cheng Hoe Motor Pte Ltd
Tel :64812001
Fax : 64821296

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