

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 16 December, 2020 4:03 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

PRI ARRANGEMENT FOR VEHICLE: GBG9168E DOA: 15/12/20 SLN5687U (GRAB)

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



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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 16 December 2020 4:01 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](https://www.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: Wednesday, 16 December 2020 3:44 PM

To: Crystal Lee <crystal_lee@sg.msig-asia.com>

Subject: FW: PRI ARRANGEMENT FOR VEHICLE: GBG9168E DOA: 15/12/20 SLN5687U (GRAB)

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: Wednesday, 16 December 2020 3:43 PM

To: JWG CLAIMS <jwg.claims@yahoo.com>

Subject: RE: PRI ARRANGEMENT FOR VEHICLE: GBG9168E DOA: 15/12/20 SLN5687U (GRAB)

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.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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From: JWG CLAIMS <jwg.claims@yahoo.com>
Sent: Wednesday, 16 December 2020 3:38 PM
To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Re: PRI ARRANGEMENT FOR VEHICLE: GBG9168E DOA: 15/12/20 SLN5687U (GRAB)

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

Dear Sir/Madam,

We would like to engage LKK Auto Consultants Pte Ltd to conduct the PRI.

Thanks & Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A
#03-08 AMK AutoPoint
Singapore 568047

TEL: 8498 0038 | FAX: 6909 9592

On Wednesday, 16 December 2020, 03:26:54 pm SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 16/12/2020.

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

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

Admin Officer, Claims Services (In-House Survey)

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

From: JWG CLAIMS <jwg.claims@yahoo.com>
Sent: Wednesday, 16 December 2020 3:04 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: PRI ARRANGEMENT FOR VEHICLE: GBG9168E

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

Dear Sir/Madam,

**ACCIDENT INVOLVING GBG9168E, SLN5687U & SLD6682D ALONG WOODLANDS AVE 3
BESIDE MARSILING MRT ON 15/12/2020 @ 1810HRS**

We are instructed to notify you of a road accident on 15 December 2020 at about 18:10 hours along Woodlands Ave 3 Beside Marsiling Mrt involving our client's vehicle registration number GBG9168E and vehicle registration number SLN5687U driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed 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 further reference to you. Kindly send us a list of survey firms to choose from.

Thanks & Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A

#03-08 AMK AutoPoint

Singapore 568047

TEL: 8498 0038 | FAX: 6909 9592

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