

## Summer Lee (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 17 December, 2020 10:12 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** NOA.pdf

### ACCIDENT INVOLVING SMT9436H AND SLF7240D (GRAB) ALONG PENANG ROAD TURNING TOWARDS BUYONG ROAD ON 16.12.2020

#### 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)

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**From:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>

**Sent:** Thursday, 17 December 2020 9:59 AM

**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>

**Subject:** FW: ACCIDENT INVOLVING SMT9436H AND SLF7240D (GRAB) ALONG PENANG ROAD TURNING TOWARDS BUYONG ROAD ON 16.12.2020

Disagree

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Ong Zi Hui

**Sent:** Thursday, 17 December 2020 9:57 AM

**To:** Irene Tan <[motor@iaconsultingsg.com](mailto:motor@iaconsultingsg.com)>

**Cc:** Loo Sile <[sile@iaconsultingsg.com](mailto:sile@iaconsultingsg.com)>; [candy@iaconsultingsg.com](mailto:candy@iaconsultingsg.com); [sales@garage13.com.sg](mailto:sales@garage13.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SMT9436H AND SLF7240D (GRAB) ALONG PENANG ROAD TURNING TOWARDS BUYONG ROAD ON 16.12.2020

Hi Irene,

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**MSIG**



**From:** Irene Tan <[motor@iaconsultingsg.com](mailto:motor@iaconsultingsg.com)>

**Sent:** Thursday, 17 December 2020 9:44 AM

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

**Cc:** Loo Sile <[sile@iaconsultingsg.com](mailto:sile@iaconsultingsg.com)>; [candy@iaconsultingsg.com](mailto:candy@iaconsultingsg.com); [sales@garage13.com.sg](mailto:sales@garage13.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SMT9436H AND SLF7240D (GRAB) ALONG PENANG ROAD TURNING TOWARDS BUYONG ROAD ON 16.12.2020

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

Dear Zi Hui,

We refer to the above matter.

We regret to inform you that our client will not appoint any of the surveyors from your list provided in your email dated today.

However, we are pleased to provide below a list of ten surveyors for your consideration.

Gilbert Leow	Impact Analysis Consultant
Andy Ho	Impact Analysis Consultant
Shandy Loh	Impact Analysis Consultant
Michael Yap	Mccoys Pte Ltd
Joshua Ong	Delta-V Consultant
James Ong	Delta-V Consultant
Nick Ng	Delta-V Consultant
Loo Yee Khang	Cozon Engineers
Alex Teo	Cozon Engineers
Denise Yap	Pal's Appraiser Pte Ltd

Kindly let us know if you agree or disagree to appointing any of the above surveyors within the timeline stipulated under the NIMA protocol.

Thank you.

Regards

Irene Tan

For and on behalf of Garage 13 Pte Ltd

Tel: 6385 1171

----- On Thu, 17 Dec 2020 09:20:12 +0800 **Ong Zi Hui** <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote -----

[Hi Si Le,](#)

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) <a href="#">Chow Bo Xiong</a>
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)

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



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

**From:** Loo Sile <[sile@iaconsultingsg.com](mailto:sile@iaconsultingsg.com)>

**Sent:** Wednesday, 16 December 2020 4:09 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Cc:** motor <[motor@iaconsultingsg.com](mailto:motor@iaconsultingsg.com)>; Tan Ling Ling (Candy) <[candy@iaconsultingsg.com](mailto:candy@iaconsultingsg.com)>; Sales <[sales@garage13.com.sg](mailto:sales@garage13.com.sg)>

**Subject:** ACCIDENT INVOLVING SMT9436H AND SLF7240D ALONG PENANG ROAD TURNING TOWARDS BUYONG ROAD ON 16.12.2020

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

Dear Sir,

attached herewith the Notification Of Accident for your reference.

Kindly let us have a list of your ten surveyors as your nominated SJE for our consideration within the stipulated timeline under the NIMA Protocol.

Thank you.

Best regards,

Loo Si Le

For and On behalf of Garage 13 Pte Ltd  
+65 6385 1171

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