

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 16 December 2020 3:51 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

Repair Survey (Single Joint Expert) - SMG9915K DOA: 15/12/20 SLH1903D (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.

Best regards,





Crystal Lee

Admin Officer, Claims Services (In-House Survey)

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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 16 December 2020 3:37 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.

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)



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From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Wednesday, 16 December 2020 3:21 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: Repair Survey (Single Joint Expert) - SMG9915K DOA: 15/12/20 SLH1903D (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 3:21 PM
To: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Cc: chmamk@singnet.com.sg
Subject: RE: Repair Survey (Single Joint Expert) - SMG9915K DOA: 15/12/20 SLH1903D (GRAB)

Hi June,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Kenneth Kong** 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
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A Member of **MS&AD** INSURANCE GROUP

From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Wednesday, 16 December 2020 3:09 PM

To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Cc: chmamk@singnet.com.sg

Subject: Re: Repair Survey (Single Joint Expert) - SMG9915K DOA: 15/12/20 SLH1903D (GRAB)

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

Hi Zi Hui,

Our selection as below :-

2. Kenneth Kong

Pls assist to arrange for survey.

Thank you.

Rgds
June
Cheng Hoe Motor Pte Ltd
Tel : 67556142
Fax : 67557719
Email- chmotor@singnet.com.sg

From: Ong Zi Hui

Sent: Wednesday, December 16, 2020 2:20 PM

To: June Phua (Cheng Hoe Motor)

Cc: chmamk@singnet.com.sg

Subject: RE: Repair Survey (Single Joint Expert) - SMG9915K DOA: 15/12/20 SLH1903D (GRAB)

Hi June,

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

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
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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) 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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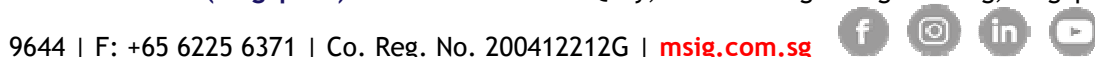
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From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Wednesday, 16 December 2020 2:04 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: CHENG HOE (AMK) HOE MOTOR SERVICE (AMK) <chmamk@singnet.com.sg>

Subject: Repair Survey (Single Joint Expert) - SMG9915K

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

Dear Sir,

OUR CLIENT - SMG9915K

DOA - 15/12/2020 @6.50pm

YR INSURED - SLH1903D

We refer to the above.

Under Protocol - SJE, pls provide list of surveyors for our selection.

* Will email report to your once it is ready.

Thank you.

Rgds,

June

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