

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 18 December 2020 4:38 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SLC4593S_17122020.pdf

PRI - ACCIDENT ON 17 DECEMBER 2020 AT 1215 HOURS INVOLVING SLC4593X AND SMJ125S (MSIG) ALONG 2 JALAN BUKIT MERAH SINGAPORE 150002

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



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F:

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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Friday, 18 December 2020 4:32 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)

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: Friday, 18 December 2020 4:16 PM

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

Subject: FW: PRI - ACCIDENT ON 17 DECEMBER 2020 AT 1215 HOURS INVOLVING SLC4593X AND SMJ125S (MSIG) ALONG 2 JALAN BUKIT MERAH SINGAPORE 150002

Ong Zi Hui

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

From: Ong Zi Hui

Sent: Friday, 18 December 2020 4:15 PM

To: Tng Soon Chye <tsclex@singnet.com.sg>

Subject: RE: PRI - ACCIDENT ON 17 DECEMBER 2020 AT 1215 HOURS INVOLVING SLC4593X AND SMJ125S (MSIG) ALONG 2 JALAN BUKIT MERAH SINGAPORE 150002

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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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Tng Soon Chye <tsclcx@singnet.com.sg>

Sent: Friday, 18 December 2020 3:40 PM

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

Subject: RE: PRI - ACCIDENT ON 17 DECEMBER 2020 AT 1215 HOURS INVOLVING SLC4593X AND SMJ125S (MSIG) ALONG 2 JALAN BUKIT MERAH SINGAPORE 150002

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

IMMEDIATE ATTENTION

Dear Sirs,

We refer to your email dated 18 December 2020 to us.

Our client instructs that he agrees to the appointment of LKK Auto Consultants Pte Ltd as the single joint expert for the pre-repair inspection of the vehicle SMJ125S at the workshop, **Hiap Hong Motor Repair, situated at 2 Kaki Bukit Avenue 2 #02-13 Auto Hub Singapore 417921 (tel: 67459633).**

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. Our client's rights are hereby expressly reserved.

Thank You & Best Regards,

M/s Tng Soon Chye & Co
150 South Bridge Road
#02-19
Fook Hai Building
Singapore 058727

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From: Ong Zi Hui [mailto:zihui_ong@sg.msig-asia.com]

Sent: Friday, 18 December 2020 3:28 PM

To: Tng Soon Chye <tsclcx@singnet.com.sg>

Subject: RE: PRI - ACCIDENT ON 17 DECEMBER 2020 AT 1215 HOURS INVOLVING SLC4593X AND SMJ125S (MSIG) ALONG 2 JALAN BUKIT MERAH SINGAPORE 150002

Hi,

We refer to your email dated 18/12/2020.

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





From: Tng Soon Chye <tsclex@singnet.com.sg>

Sent: Friday, 18 December 2020 3:19 PM

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

Subject: PRI - ACCIDENT ON 17 DECEMBER 2020 AT 1215 HOURS INVOLVING SLC4593X AND SMJ125S ALONG 2 JALAN BUKIT MERAH SINGAPORE 150002

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IMMEDIATE ATTENTION

Dear Sirs,

We are instructed to notify you of a road traffic accident on 17 December 2020 at 1215 hours along 2 Jalan Bukit Merah Singapore 150002 involving our client's vehicle registration number SLC4593X and vehicle registration number SMJ125S driven by your insured's driver at the material time of the accident.

We attach herewith copy of GIA report for your reference.

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 or your insurer would like to conduct a pre-repair survey of the vehicle at **2 Kaki Bukit Avenue 2 #02-13 Auto Hub Singapore 417921**.

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. Our client's rights are hereby expressly reserved.

Thank You & Best Regards,

M/s Tng Soon Chye & Co
150 South Bridge Road
#02-19
Fook Hai Building
Singapore 058727

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