

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 4 January 2021 2:08 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

PRS: accident on 29/12/20 (amended) @1100hrd between SCR8706P and PA4019B (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



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


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

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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Monday, 4 January 2021 2:05 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: accident on 29/12/20 (amended) @1100hrd between SCR8706P and PA4019B (MSIG) PRS (outsource)

Dear Crystal,

Please help to outsource to LKK as per the email below. 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.

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: Winnie Chua

Sent: Monday, 4 January 2021 2:04 PM

To: 'Aridas & Associates' <aridasv@singnet.com.sg>

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

Subject: RE: accident on 29/12/20 (amended) @1100hrd between SCR8706P and PA4019B (MSIG) PRS

Hi,

Thank you for your selection.

We will proceed to appoint/assign LKK 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.

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

From: Aridas & Associates <aridasv@singnet.com.sg>

Sent: Monday, 4 January 2021 1:59 PM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>

Subject: RE: accident on 29/12/20 (amended) @1100hrd between SCR8706P and PA4019B (MSIG) PRS

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

Dear Sir/Madam,
Thank you for the prompt response.
We have instructions to appoint LKK AUTO CONSULTANTS PTE LTD
as the SJE.
Kindly contact Miss Connie at 68429089 to arrange the PRS.
Regards
Aridas & Associates

Aridas & Associates : (UEN 53131060D) Address 75 Bukit Timah Road, #03-13 Boon Siew Building, Singapore 229833. Tel: 63376359 Fax: 63382713 email aridasv@singnet.com.sg

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Thank you.

From: Winnie Chua <pingping_chua@sg.msig-asia.com>

Sent: Monday, January 04, 2021 1:01 PM

To: Aridas & Associates <aridasv@singnet.com.sg>

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

Subject: FW: accident on 29/12/20 (amended) @1100hrd between SCR8706P and PA4019B (MSIG) PRS

Hi,

We refer to your email/faxed dated 04/01/21.

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) Daniel Chan
4) Ng You Han	9) Victor Png
5) Gary Soon	10) 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

🔔 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: Aridas & Associates <aridasv@singnet.com.sg>

Sent: Monday, 4 January 2021 12:39 PM

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

Subject: RE: accident on 20/12/20 @1100hrd between scr8706P and PA4019B (MSIG?) PRS

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Dear Sir

We apologise and your insured vehicle no is PA4019B.

Kindly let us have your proposed list of surveyors in accordance with the protocol.

Once again thank you for pointing out the error.

Aridas & Associates

Aridas & Associates : (UEN 53131060D) Address 75 Bukit Timah Road, #03-13 Boon Siew Building, Singapore 229833. Tel: 63376359 Fax: 63382713 email aridasv@singnet.com.sg

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Thank you.

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


Sent: Monday, January 04, 2021 8:56 AM

To: Aridas & Associates <aridasv@singnet.com.sg>

Subject: RE: accident on 20/12/20 @1100hrd between scr8706P and PA4019S (MSIG?) PRS

Dear Sir,

Is PA4019s covered with us? Please let us have the LTA's search as we can't trace them in the system. 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.

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: Aridas & Associates <aridasv@singnet.com.sg>

Sent: Thursday, 31 December 2020 3:16 PM

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

Subject: accident on 20/12/20 @1100hrd between scr8706P andPA 4019S PRS

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

dear Sir

We act for the registered owner of SCR 8706P and hereby give you notice under the Protocol

Of an accident between SCR 8706P, which was damaged, and your insured vehicle PA 4019S on the 29/12/20 along Eunos Ave 4 and Eunos Road 2.

Kindly contact Miss. Connie at 68429089 to conduct the PRS@

Tick Hai Motor & Welding Services

Block 1, Kaki Buki Ave 6

#01-54, Auto @ Kaki Bukit,

Singapore 417883.

Please arrange the PRS within the next 2 days under the Protocol.

Regards

Aridas & Associates

Aridas & Associates : (UEN 53131060D) Address 75 Bukit Timah Road, #03-13 Boon Siew Building, Singapore 229833. Tel: 63376359 Fax: 63382713 email aridasv@singnet.com.sg

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Thank you.

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