

## Nivitha (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Monday, 4 January 2021 3:03 PM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021

#### 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)

D: +65 6594 2535 | F: +65 6643 1349 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)



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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Monday, 4 January 2021 2:42 PM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Cc:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Subject:** FW: PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021 (Car is in - to outsource to LKK)

Dear Crystal,

Please help to outsource to LKK. 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).

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](mailto:pingping_chua@sg.msig-asia.com)



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**From:** Winnie Chua  
**Sent:** Monday, 4 January 2021 2:41 PM  
**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** RE: PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021 (Car is in - to outsource to LKK)

Hi Kaitlyn,

As spoken, please let us have your client's gia report when available. PIC/liability: To be confirmed.

We will proceed to appoint/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.

*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).*

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](mailto:pingping_chua@sg.msig-asia.com)



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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Monday, 4 January 2021 2:14 PM  
**To:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** RE: PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021 (car is in)

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

Hi Winnie,

We appoint LKK Auto Consultants Pte Ltd.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

**OPTIMAWERKZ<sup>1</sup> PTE. LTD.**

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**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

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**From:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Sent:** Monday, 4 January 2021 2:09 PM

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** RE: PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021 (car is in)

Dear Kaitlyn,

Our insured has not report yet. Please let us have a copy of your client's gia report to register case. 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).*

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](mailto:pingping_chua@sg.msig-asia.com)



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**From:** Winnie Chua

**Sent:** Monday, 4 January 2021 1:39 PM

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** FW: PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021 (car is in)

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](mailto: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](http://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](mailto:pingping_chua@sg.msig-asia.com)



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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Monday, 4 January 2021 12:59 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Subject:** PRI - SLG9539A CLAIMING AGAINST YP9942S (MSIG), DOA: 01/01/2021

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

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Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.  
Vehicle in.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPTIMAWERKZ<sup>®</sup> PTE. LTD.**

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