

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 4 January 2021 9:06 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

Importance: High

Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P (MSIG) **Car in for survey**


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



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

From: jeslyn@carzauto.com.sg <jeslyn@carzauto.com.sg>

Sent: Monday, 4 January 2021 9:00 AM

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

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

Subject: RE: Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P (MSIG) (IHS - car is in)

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

Hi Ms Crystal

Good Morning

We would like to assign LKK Auto Consultants Pte Ltd to conduct the pre-repair inspection survey for vehicle number: GBE5942P.

I hope that you may help us inform surveyor that the vehicle are in our workshop and ready to be survey. Our workshop located at 61 Woodland Industrial Park E9 #04-04 (Premium 9) Singapore 757047.

Thank You.

With Regards,
Jeslyn Chua
HP: 8322 7418



CARZ AUTO SERVICES PTE LTD

MAIN OFFICE & ACCESSORIES WORKSHOP:
CAR GROOMING WORKSHOP:
SPRAY PAINTING WORKSHOP:
ACCIDENT REPAIR & SERVICE WORKSHOP:
ACCIDENT REPORTING & SERVICE WORKSHOP:
TEL: 6909 3080
FAX: 6909 3081
HP: 9022 2226

1 KAKI BUKIT AVE 6, #02-26, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
1 KAKI BUKIT AVE 6, #02-35, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
1 KAKI BUKIT AVE 6, #01-14, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
61 WOODLANDS INDUSTRIAL PARK E9, #04-04, (PREMIUM @ E9), SINGAPORE 757047
259 MACPHERSON ROAD, (SMRT SHELL SERVICE STATION), SINGAPORE 348584
EMAIL: SALES@CARZAUTO.COM.SG
FB: FACEBOOK.COM/CARZAUTOSERVICES
WEB: HTTP://WWW.CARZAUTO.COM.SG

From: Crystal Lee [mailto:crystal_lee@sg.msig-asia.com]

Sent: Monday, 4 January 2021 8:52 AM

To: jeslyn@carzauto.com.sg

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

Subject: RE: Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P (MSIG) (IHS - car is in)

Dear Jeslyn,

Follow-up with our tele-conversation confirmed car in.

As mentioned due to IHS shortage of manpower, survey will be attend by external adjuster as per Wee Ho instruction.

Please re-select and update, in order us to assign accordingly.

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,

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 8:33 AM

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

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

Subject: FW: Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P (MSIG) (IHS - car is in)

Dear Crystal,

Please arrange survey with workshop. Tks.

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



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | F: +65 6827

7800 | Co. Reg. No. 200412212G | msig.com.sg



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

From: jeslyn@carzauto.com.sg <jeslyn@carzauto.com.sg>

Sent: Thursday, 31 December 2020 2:15 PM

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

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

Subject: RE: Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P (MSIG)

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

Hi Ms Winnie

Good Afternoon

We would like to assign **MSIG In-House Surveyors** to conduct the pre-repair inspection survey for vehicle number: GBE5942P.

I hope that you may help us inform surveyor that the vehicle are in our workshop and ready to be survey. Our workshop located at 61 Woodland Industrial Park E9 #04-04 (Premium 9) Singapore 757047.

Thank You.

With Regards,

Jeslyn Chua

HP: 8322 7418



CARZ AUTO SERVICES PTE LTD

MAIN OFFICE & ACCESSORIES WORKSHOP:
CAR GROOMING WORKSHOP:
SPRAY PAINTING WORKSHOP:
ACCIDENT REPAIR & SERVICE WORKSHOP:
ACCIDENT REPORTING & SERVICE WORKSHOP:

TEL: 6909 3080
FAX: 6909 3081
HP: 9022 2226

1 KAKI BUKIT AVE 6, #02-26, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
1 KAKI BUKIT AVE 6, #02-35, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
1 KAKI BUKIT AVE 6, #01-14, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
61 WOODLANDS INDUSTRIAL PARK E9, #04-04, (PREMIUM @ E9), SINGAPORE 757047
259 MACPHERSON ROAD, (SMRT SHELL SERVICE STATION), SINGAPORE 348584

EMAIL: SALES@CARZAUTO.COM.SG
FB: [FACEBOOK.COM/CARZAUTOSERVICES](https://www.facebook.com/CARZAUTOSERVICES)
WEB: [HTTP://WWW.CARZAUTO.COM.SG](http://WWW.CARZAUTO.COM.SG)

From: Winnie Chua [mailto:pingping_chua@sg.msig-asia.com]
Sent: Thursday, 31 December 2020 12:59 PM
To: jeslyn@carzauto.com.sg
Cc: alex@carzauto.com.sg; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P (MSIG)

Hi,

We refer to your email/faxed dated 31/12/20.

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





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

From: jeslyn@carzauto.com.sg <jeslyn@carzauto.com.sg>

Sent: Thursday, 31 December 2020 11:22 AM

To: Claims SG <claims@sg.msig-asia.com>

Cc: alex@carzauto.com.sg

Subject: Request Surveyor for PRI Our Ref: CT/2101-001/GBE5942P Your Ref: GBE6533P

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

Hi Ms / Sir

Good Morning

I am writing to enquire about an arrangement of pre-repair inspection survey for vehicle number: GBE5942P. Please find the attached file for your review.

If you need more information about this case, please do not hesitate to email or contact me.

Thank You and Stay Safe.

With Regards,
Jeslyn Chua
HP: 8322 7418



CARZ AUTO SERVICES PTE LTD

MAIN OFFICE & ACCESSORIES WORKSHOP:
CAR GROOMING WORKSHOP:
SPRAY PAINTING WORKSHOP:
ACCIDENT REPAIR & SERVICE WORKSHOP:
ACCIDENT REPORTING & SERVICE WORKSHOP:

TEL: 6909 3080
FAX: 6909 3081
HP: 9022 2226

1 KAKI BUKIT AVE 6, #02-26, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
1 KAKI BUKIT AVE 6, #02-35, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
1 KAKI BUKIT AVE 6, #01-14, (AUTOBAY@KAKI BUKIT), SINGAPORE 417883
61 WOODLANDS INDUSTRIAL PARK E9, #04-04, (PREMIUM @ E9), SINGAPORE 757047
259 MACPHERSON ROAD, (SMRT SHELL SERVICE STATION), SINGAPORE 348584

EMAIL: SALES@CARZAUTO.COM.SG
FB: [FACEBOOK.COM/CARZAUTOSERVICES](https://www.facebook.com/carzautoservices)
WEB: [HTTP://WWW.CARZAUTO.COM.SG](http://www.carzauto.com.sg)

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.