

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 12 January 2021 3:27 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

Importance: High

TP CLAIM SKC6027M against SLT3947B (Grab) DOA 11/01/2021

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.

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: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Sent: Tuesday, 12 January 2021 3:06 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 ADVISE

Dear Crystal,

Please outsource this case.

Have a nice day.

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

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

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On Tue, Jan 12, 2021 at 2:42 PM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

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

From: Alfred Quah <alfredautoss@gmail.com>

Sent: Tuesday, 12 January 2021 2:35 PM

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

Subject: Re: TP CLAIM SKC6027M against SLT3947B (Grab) DOA 11/01/2021

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

[WITHOUT PREJUDICE SAVE AS TO COSTS]

DEAR SIRS

CAN GET LKK AUTO CONSULTANTS PTE LTD TO SURVEY THE VEHICLE .ASAP

Thank you.

Best Regards,

Alfred QUAH (Mr)
Alfred Auto Services & Supplies
ACRA: 391089/00E
HP/WhatsApp: 9145-4773
Tel: 6483-4586
Fax: 6483-4882
Email: alfredautos@gmail.com
Address: 5035 Ang Mo Kio Industrial Park 2, #01-351,
Singapore 569538

On Tue, Jan 12, 2021 at 2:16 PM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Alfred,

We refer to your email dated 12/01/2021.

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)

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MSIG

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

From: Alfred Quah <alfredautoss@gmail.com>

Sent: Tuesday, 12 January 2021 1:54 PM

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

Subject: TP CLAIM

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

[WITHOUT PREJUDICE SAVE AS TO COSTS]

MSIG INSURANCE (SINGAPORE) PTE LTD
MOTOR CLAIM

ACCIDENT INVOLVING SKC 6027 M & SLT 3947 B ON 11/01/2021 at 1755hrs AT TRAFFIC JUNCTION BEFORE QUEEN WAY UNDERPASS .

DEAR SIRs

WE ACT FOR MS LIM LI LING WHOSE VEHICLE SKC 6027 M WAS DAMAGED IN THE ABOVE ACCIDENT .
AS A RESULT OF THE ACCIDENT OUR CLIENT 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 WOULD LIKE TO CONDUCT A PRE-REPAIR SURVEY OF THE
VEHICLE .

OUR CLIENT VEHICLE IS AT THE FOLLOWING ADDRESS .

ALFRED AUTO SERVICES & SUPPLIES

BLK 5035 # 01-351 ANG MO KIO IND PK 2

SINGAPORE 569538

PERSON IN CHARGE ALFRED QUAH @ 91454773 FOR APPOINTMENT .

IN COMPLIANCE WITH THE NIMA PROTOCOL PLEASE LET US HAVE YOUR LIST OF 10 SURVEYORS.
IF WE DO NOT RECEIVE ANY REPLY FROM YOU WITHIN THE STIPULATED TIME LINE OUR CLIENT SHALL
PROCEED TO REPAIR OF THE VEHICLE WITHOUT FURTHER REFERENCE TO YOU.

Thank you.

Best Regards,

Alfred QUAH (Mr)

Alfred Auto Services & Supplies

ACRA: 391089/00E

HP/WhatsApp: 9145-4773

Tel: 6483-4586

Fax: 6483-4882

Email: alfredautoss@gmail.com

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