

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 17 February 2021 11:31 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

PRI ARRANGEMENT FOR VEHICLE: SMJ8937M DOA: 10/02/21 YP2102X (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:


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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 17 February 2021 11:08 AM
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

Hi,

Spoken to Cynthia, to outsource. 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



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

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

Sent: Wednesday, 17 February 2021 10:50 AM

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

Subject: FW: PRI ARRANGEMENT FOR VEHICLE: SMJ8937M DOA: 10/02/21 YP2102X (MSIG)

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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

From: Ong Zi Hui

Sent: Wednesday, 17 February 2021 10:49 AM

To: JWG CLAIMS <jwg.claims@yahoo.com>

Subject: RE: PRI ARRANGEMENT FOR VEHICLE: SMJ8937M DOA: 10/02/21 YP2102X (MSIG)

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)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com





From: JWG CLAIMS <jwg.claims@yahoo.com>

Sent: Wednesday, 17 February 2021 9:51 AM

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

Subject: Re: PRI ARRANGEMENT FOR VEHICLE: SMJ8937M DOA: 10/02/21 YP2102X (MSIG)

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

Without Prejudice

Dear Sir/Madam,

We would like to engage LKK Auto Consultants Pte Ltd to conduct the PRI.

Thanks & Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A
#03-08 AMK AutoPoint
Singapore 568047

TEL: 8498 0038 | FAX: 6909 9592

On Wednesday, 17 February 2021, 09:48:33 am SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 17/02/2021.

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)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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

From: JWG CLAIMS <jwg.claims@yahoo.com>
Sent: Wednesday, 17 February 2021 9:23 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: PRI ARRANGEMENT FOR VEHICLE: SMJ8937M

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

Without Prejudice

Dear Sir/Madam,

ACCIDENT INVOLVING **SMJ8937M & YP2102X** ALONG **DEFU LANE 12** ON **10/02/2021 @ 1050HRS.**

We refer to the above matter.

We are instructed to notify you of a road accident on **10 February 2021** at about **10:50** hours along **Defu Lane 12** involving our client's vehicle registration number **SMJ8937M** and vehicle registration number **YP2102X** driven by your insured at the material time.

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 would like to conduct a pre-repair survey of the vehicle. 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. Kindly send us a list of survey firms to choose from.

Thanks & Warmest Regards,

JWG INTERNATIONAL PTE. LTD.

10, Ang Mo Kio Ind Park 2A
#03-08 AMK AutoPoint
Singapore 568047

TEL: 8498 0038 | FAX: 6909 9592

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