

Ong Zi Hui

From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: Tuesday, 29 December 2020 2:58 PM
To: Crystal Lee; 'assignments'
Cc: Ong Zi Hui; SUR
Subject: RE: Survey Request - Manual Assigned

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

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

"Best Wishes for Merry Christmas & Happy New Year 2021"

** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted*

From: Crystal Lee <crystal_lee@sg.msigg-asia.com>
Sent: Tuesday, 29 December 2020 12:57 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Ong Zi Hui <zihui_ong@sg.msigg-asia.com>
Subject: Survey Request - Manual Assigned

Accident between vehicle no SME1686J and Vehicle no SMS3499X (GRAB) on 29/12/2020 @ 0830Hrs


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 msigg.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**

-----Original Message-----

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 29 December 2020 12:43 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: Accident between vehicle no SME1686J and Vehicle no SMS3499X (GRAB) on 29/12/2020 @ 0830Hrs

Disagree

Ong Zi Hui
Admin Officer, Claims Services (In-House Survey)
D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@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

-----Original Message-----

From: Ong Zi Hui
Sent: Tuesday, 29 December 2020 12:40 PM
To: peijie@expresscar.com.sg
Subject: RE: Accident between vehicle no SME1686J and Vehicle no SMS3499X (GRAB) on 29/12/2020 @ 0830Hrs

Hi,


Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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

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-----Original Message-----

From: peijie@expresscar.com.sg <peijie@expresscar.com.sg>

Sent: Tuesday, 29 December 2020 11:33 AM

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

Subject: Re: Accident between vehicle no SME1686J and Vehicle no SMS3499X (GRAB) on 29/12/2020 @ 0830Hrs

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

Dear Sir/Madam,

We do not agree to your list of surveyor.

Refer below for our list of surveyor :

- 1) Kelvin Teo – Kelvin Automotive Appraising Services
- 2) Chang Fuh Keong, Dave – Sincere Appraisal Services
- 3) Ho Joo Loong, Danny – HJL Auto Appraiser Services
- 4) Lee Kok Weng – Lee Automobile Appraisers Services
- 5) Terrence Hong – Kelvin Automotive Appraising Services
- 6) Ong Ah Keng, Kent – KTO Automobile Assessors
- 7) Ong Poh Meng – Aeon Auto Consultants LLP
- 8) Philip Foo – Presicion Appraisal Services
- 9) Thor Teck Soon, David – JAS Appraisal Services

Best Regards,

Peijie

25 Kaki Bukit Road 4

#01-55 SYNERGY@KB

S(417800)

DID: 91690825

On 2020-12-29 11:06, Ong Zi Hui wrote:

> Hi Peijie,

>

> We refer to your email dated 29/12/2020.

>

> 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:

>

> * Xing Guo Qiang

>

> 6) Chow Bo Xiong

>

> * Kenneth Kong

>

> 7) William Ng

>

> * Marcus Chua

>

> 8) Victor Png

>

> * Ng You Han

>

> 9) Tay Beng Hee

>

> * 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:

>

> * *Fast lane settlement is not applicable for cases that

> liability is in dispute*

> * 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.msiga.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.
>
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> Admin Officer, Claims Services (In-House Survey)
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> Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co.
> Reg. No. 200412212G | msig.com.sg
>
> -----Original Message-----
>
> From: peijie@expresscar.com.sg <peijie@expresscar.com.sg>
>
> Sent: Tuesday, 29 December 2020 10:32 AM
>
> To: Motor Survey <motorsurvey@sg.msig-asia.com>
>
> Subject: Accident between vehicle no SME1686J and Vehicle no SMS3499X
> on 29/12/2020 @ 0830Hrs
>
> EXTERNAL EMAIL: Be careful when you click any links or open any
> attachment(s).
>
> Dear Sir/Madam,
>
> Refer to attach for PRI.
>
> Send us your list of surveyor within two working days.
>
> Thanks.
>
> ---
>
> Best Regards,
>
> Peijie
>
> 25 Kaki Bukit Road 4
>
> #01-55 SYNERGY@KB
>
> S(417800)
>
> DID: 91690825
>
> _____
>
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