

## Nivitha (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Friday, 12 March 2021 9:11 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** GBD5215U.pdf

### Accident Between GBD5215U and GBA9301T (MSIG) on 09.03.2021


#### 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:** Friday, 12 March 2021 9:03 AM

**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>

**Cc:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>

**Subject:** FW: USE IHS OR OUTSOURCE - PLEASE REVERT

Outsource

 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:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Sent:** Friday, 12 March 2021 8:45 AM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Subject:** FW: Accident Between GBD5215U and GBA9301T (MSIG) on 09.03.2021

**Ong Zi Hui**  
Admin Officer, Claims Services (In-House Survey)  
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**From:** Ong Zi Hui  
**Sent:** Friday, 12 March 2021 8:33 AM  
**To:** Chew Goon Motor(ad3) <[ad3@chewgoonmotor.com.sg](mailto:ad3@chewgoonmotor.com.sg)>  
**Cc:** Eric <[eric@chewgoonmotor.com.sg](mailto:eric@chewgoonmotor.com.sg)>  
**Subject:** RE: Accident Between GBD5215U and GBA9301T (MSIG) on 09.03.2021


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](http://msig.com.sg).

**Ong Zi Hui**  
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**From:** Chew Goon Motor(ad3) <[ad3@chewgoonmotor.com.sg](mailto:ad3@chewgoonmotor.com.sg)>

**Sent:** Thursday, 11 March 2021 5:12 PM

**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Cc:** Eric <[eric@chewgoonmotor.com.sg](mailto:eric@chewgoonmotor.com.sg)>

**Subject:** RE: Accident Between GBD5215U and GBA9301T (MSIG) on 09.03.2021

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

Dear Zi Hui,

According to your list, we prefer **LKK Auto Consultants Pte Ltd** to survey the vehicle.

**Thanks & Regards,**

Kelly

**Chew Goon Motor**

Blk 10, Ang Mo Kio Ind Park 2A,

Ave 5 #01-15, 16 & 17,

Ang Mo Kio Autopoint

Singapore 568047

Tel : 6484 1626

Fax : 6484 0465

**From:** [Ong Zi Hui](#)

**Sent:** Thursday, 11 March 2021 12:43 PM

**To:** [Chew Goon Motor\(ad3\)](#)

**Cc:** [Eric](#)

**Subject:** RE: Accident Between GBD5215U and GBA9301T (MSIG) on 09.03.2020

Hi Kelly,

We refer to your email dated 10/03/2021.

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](mailto: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](http://msig.com.sg).

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**MSIG**

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**From:** Chew Goon Motor(ad3) <[ad3@chewgoonmotor.com.sg](mailto:ad3@chewgoonmotor.com.sg)>

**Sent:** Wednesday, 10 March 2021 5:46 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Cc:** Eric <[eric@chewgoonmotor.com.sg](mailto:eric@chewgoonmotor.com.sg)>

**Subject:** Accident Between GBD5215U and GBA9301T (MSIG) on 09.03.2020

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

Dear Sir / Mdm,

Vehicle GBD5215U is at our workshop, we have to arrange surveyor.  
Kindly provide us with a list of 10 surveyors name.

**Thanks & Regards,**  
Kelly

**Chew Goon Motor**  
Blk 10, Ang Mo Kio Ind Park 2A,  
Ave 5 #01-15 , 16 & 17,  
Ang Mo Kio Autopoint  
Singapore 568047  
Tel : 6484 1626  
Fax : 6484 0465

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