

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 12 March 2021 1:30 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: 179A PRI.pdf

PRI Notice - Our Ref: 21-A18-MISC-179A-VL.jp.yt; SLN5168B (GRAB) DOA: 11/03/21 SMW5733K

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: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Friday, 12 March 2021 1:20 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 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://www.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: Crystal Lee <crystal_lee@sg.msig-asia.com>

Sent: Friday, 12 March 2021 1:11 PM

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

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

Subject: USE IHS OR OUTSOURCE - PLEASE REVERT

Hi,

USE IHS OR OUTSOURCE - PLEASE REVERT

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)

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

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

Sent: Friday, 12 March 2021 1:03 PM

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

Subject: FW: PRI Notice - Our Ref: 21-A18-MISC-179A-VL.jp.yt; SLN5168B (GRAB) DOA: 11/03/21 SMW5733K

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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From: Ong Zi Hui
Sent: Friday, 12 March 2021 12:58 PM
To: Yenny Teo <yenny@legaloptions.biz>
Subject: RE: PRI Notice - Our Ref: 21-A18-MISC-179A-VL.jp.yt; SLN5168B (GRAB) DOA: 11/03/21 SMW5733K

Hi Yenny,

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



MSIG

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



From: Yenny Teo <yenny@legaloptions.biz>
Sent: Friday, 12 March 2021 11:50 AM
To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Re: PRI Notice - Our Ref: 21-A18-MISC-179A-VL.jp.yt; SLN5168B (GRAB) DOA: 11/03/21 SMW5733K

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

Dear Zi Hui,

Our client proposes LKK Auto Consultants Pte Ltd.

The said surveyor
may contact Mr Tan at 9761 9383,
M/s RC Auto at
160 Sin Ming Drive
#0
6-20
, Sin Ming Autocity, Singapore
575722

*

If we do not hear from you within 2 days of this email, our clients shall deem that you have agreed that the surveyor appointed by our clients shall be our single joint expert for this matter.

Thanks and regards,

Yenny

Junior Legal Secretary

LEGAL OPTIONS LLC

(GST Registration/UEN No. 201203825R)

Tel (65) 6513-2800 DID (65) 6513-2805 Fax (65) 6438-8275

Disclaimer

Information in this message is confidential and may be legally privileged. It is intended solely for the person(s) to whom it is addressed. If you are not the intended recipient, please delete the message and any other record of it from your system, and notify the sender immediately.

On Fri, Mar 12, 2021 at 11:04 AM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Yenny,

We refer to your email dated 12/03/2021.

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

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

From: Yenny Teo <yenny@legaloptions.biz>

Sent: Friday, 12 March 2021 10:50 AM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: PRI Notice - Our Ref: [21-A18-MISC-179A-VL.jp.yt](#);

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

Dear Sirs,

PRI attached for your attention and urgent reply.

Thanks and regards,

Yenny

Junior Legal Secretary

LEGAL OPTIONS LLC

(GST Registration/UEN No. 201203825R)

Tel (65) 6513-2800 DID (65) 6513-2805 Fax (65) 6438-8275

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