

## Ong Zi Hui

---

**From:** Ong Zi Hui  
**Sent:** Wednesday, 25 November 2020 1:21 PM  
**To:** 'wani'; Motor Survey  
**Cc:** Charles Hoon; PropertyDamage; Ivy; henrygladys@singnet.com.sg  
**Subject:** RE: PRS: AP/2020/003395 CLAIM ARISING FROM A ROAD TRAFFIC ACCIDENT ON 23 NOVEMBER 2020 AT ABOUT 07:25HRS INVOLVING MOTOR VEHICLES NO(S). GBG1188A AND YP6385U (MSIG) ALONG TAMPINES ROAD EXPRESSWAY

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



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

---

**From:** wani <[wani@aplp.com.sg](mailto:wani@aplp.com.sg)>  
**Sent:** Wednesday, 25 November 2020 1:05 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>; Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>; PropertyDamage <[pd@aplp.com.sg](mailto:pd@aplp.com.sg)>; Ivy <[ivy@aplp.com.sg](mailto:ivy@aplp.com.sg)>; henrygladys@singnet.com.sg  
**Subject:** RE: PRS: AP/2020/003395 CLAIM ARISING FROM A ROAD TRAFFIC ACCIDENT ON 23 NOVEMBER 2020 AT ABOUT 07:25HRS INVOLVING MOTOR VEHICLES NO(S). GBG1188A AND YP6385U (MSIG) ALONG TAMPINES ROAD EXPRESSWAY

---

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

---

### **WITHOUT PREJUDICE**

Dear Sir/ Mdm,

We refer to your email of even date.

Our clients do not agree to your list of surveyors.

We are instructed to propose the use of one of the motor surveyors named below to conduct the joint pre-repair survey as a single joint expert:

- a) Alan Cheong
- b) TT Rajan
- c) Oh Han Cheong
- d) Andrew How
- e) Dave Ho Joo Koong
- f) Sincere Appraiser
- g) Seah Kwang Boon
- h) L H Teo
- i) Mr Willy Goh
- j) Nicky Seah
- k) Jayson Liaw
- l) Tan Ling Ling

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors.

In the event you are not agreeable to our list of surveyor, please note that our client's vehicle can be inspected at:

Repairer Office  
**Lian Heng Painter Company**  
**160 Sin Ming Drive**  
**#06-10 Sin Ming Auto City**  
**Singapore 575722**  
**Contact : Ms Nomy**  
**Tel : 64535779**

Please note that our clients' vehicle will only be available for pre-repair survey within the next two (2) working days. Our clients shall proceed to repair their vehicle thereafter without further notice or reference to you.

All our clients' rights are reserved.

Thank you.

**Regards,**  
**Wani**  
**Secretary to Mr Charles Hoon**

**AP** Law Practice LLC  
151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876  
T: 6955 8899 F: 6900 9899 E: [wani@apl.com.sg](mailto:wani@apl.com.sg)  
Singapore UEN No.: 201939937D

=====

This email transmission is confidential and intended only for the addressee(s). It may contain information which is privileged as between solicitor and client or protected by litigation privilege. If you are not the intended recipient, please delete this message and all attachments and inform us by return email. No part of this message should be disclosed to any party, copied or used for any purpose. Thank you for your co-operation.

=====

---

**From:** Ong Zi Hui <[zihui\\_ong@sg.msiga-asia.com](mailto:zihui_ong@sg.msiga-asia.com)>  
**Sent:** Wednesday, 25 November 2020 12:41 PM

**To:** wani <[wani@aplp.com.sg](mailto:wani@aplp.com.sg)>

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>; PropertyDamage <[pd@aplp.com.sg](mailto:pd@aplp.com.sg)>; Ivy <[ivy@aplp.com.sg](mailto:ivy@aplp.com.sg)>

**Subject:** FW: PRS: AP/2020/003395 CLAIM ARISING FROM A ROAD TRAFFIC ACCIDENT ON 23 NOVEMBER 2020 AT ABOUT 07:25HRS INVOLVING MOTOR VEHICLES NO(S). GBG1188A AND YP6385U (MSIG) ALONG TAMPINES ROAD EXPRESSWAY

Hi Wani,

We refer to your email dated 25/11/2020.

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:

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)



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



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

**From:** wani <[wani@aplp.com.sg](mailto:wani@aplp.com.sg)>

**Sent:** Wednesday, 25 November 2020 9:47 AM

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

**Cc:** [henrygladys@singnet.com.sg](mailto:henrygladys@singnet.com.sg); Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>; PropertyDamage <[pd@aplp.com.sg](mailto:pd@aplp.com.sg)>; Ivy <[ivy@aplp.com.sg](mailto:ivy@aplp.com.sg)>

**Subject:** PRS: AP/2020/003395 CLAIM ARISING FROM A ROAD TRAFFIC ACCIDENT ON 23 NOVEMBER 2020 AT ABOUT 07:25HRS INVOLVING MOTOR VEHICLES NO(S). GBG1188A AND YP6385U ALONG TAMPINES ROAD EXPRESSWAY

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

Attn: Motor Claims Department

Dear Sirs,

Please find attached, our letter of even date

PLEASE TAKE NOTE THAT SIGNATURE IS NOT REQUIRED DURING THIS CIRCUIT BREAKER PERIOD.

*Please note our new office address as of 1<sup>st</sup> June 2019.*

**151 Chin Swee Road,  
#10-03/05 Manhattan House,  
Singapore 169876  
Tel no.: 6955 8899  
Office mobile no.: 9171 4767  
Fax no.: 6900 9899**

Thank you.

Regards,

Wani

Secretary to Mr Charles Hoon

**AP** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [wani@aplp.com.sg](mailto:wani@aplp.com.sg)

Singapore UEN No.: 201939937D

=====

This email transmission is confidential and intended only for the addressee(s). It may contain information which is privileged as between solicitor and client or protected by litigation privilege. If you are not the intended recipient, please delete this message and all attachments and inform us by return email. No part of this message should be disclosed to any party, copied or used for any purpose. Thank you for your co-operation.

=====

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.