

## Nivitha (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 25 March 2021 10:26 AM  
**To:** assignments; Admin-D (LKKAuto)  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

### **PRI ARRANGEMENT FOR VEHICLE: SKC8169Z DOA: 23/03/21 SML7963H (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](http://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)



**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F:

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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Thursday, 25 March 2021 10:19 AM  
**To:** JWG CLAIMS <jwg.claims@yahoo.com>; Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Subject:** RE: PRI ARRANGEMENT FOR VEHICLE: SKC8169Z DOA: 23/03/21 SML7963H (MSIG) - outsource.

Dear Sir,

Thank you for your selection.

We will proceed to appoint/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.

Dear Crystal,

Please assist to assign case to LKK.

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).*

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:** JWG CLAIMS <[jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)>

**Sent:** Thursday, 25 March 2021 10:04 AM

**To:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Subject:** Re: PRI ARRANGEMENT FOR VEHICLE: SKC8169Z DOA: 23/03/21 SML7963H (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 Thursday, 25 March 2021, 09:07:30 am SGT, Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)> wrote:

Hi,

We refer to your email/faxed dated 24/03/21.

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) Mr TT Garajan
3. Marcus Chua	8) Daniel Chan
4. Ng You Han	9) Victor Png
5. Gary Soon	10) 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](mailto:motorsurvey@sg.msig-asia.com)**

📌 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).

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:** JWG CLAIMS <[jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)>  
**Sent:** Wednesday, 24 March 2021 5:27 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** PRI ARRANGEMENT FOR VEHICLE: SKC8169Z

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

**Without Prejudice**

Dear Sir/Madam,

**ACCIDENT INVOLVING SKC8169Z & SML7963H ALONG PUNGGOL CENTRAL TOWARDS PUNGGOL E ON 23/03/2021 @ 2350HRS.**

We refer to the above matter.

We are instructed to notify you of a road accident on **23 March 2021** at about **23:50** hours along **Punggol Central Towards Punggol E** involving our client's vehicle registration number **SKC8169Z** and vehicle registration number **SML7963H** 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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