

Veron Chen (LKKAUTO)

From: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Wednesday, 19 January 2022 2:05 PM
To: Cheng Hoe Motor Pte Ltd (AMK)
Cc: SUR
Subject: RE: MSIG Claims Ref: MSC/V/21-000522 -- RE: ENQUIRY OF LIABILITY - SMQ7558T (DOA: 10/12/2021) FBL1819L (MSIG)

Hi Dorlyn

Without Prejudice

Good afternoon to you.

We agree to do a direct settlement. Please follow up with our surveyor.


Thanks.

Best Regards

Douglas Ong
Claims Services (Motor)
D: +65 6594 2541 | F: +65 6225 7402 | douglas_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:

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Please note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose.

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From: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>
Sent: Wednesday, 19 January 2022 10:53 AM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Subject: Fwd: MSIG Claims Ref: MSC/V/21-000522 -- RE: ENQUIRY OF LIABILITY - SMQ7558T (DOA: 10/12/2021) FBL1819L (MSIG)

Hi Douglas,

Good morning to you.

Would like to check if your insured rider has filed for the accident report and liability please.

Thank you.

Rgds
Dorlyn Li
Cheng Hoe Motor Pte Ltd (AMK)
Tel : 64812001

On Wed Jan 12 2022 17:58:31 GMT+0800 (Singapore Standard Time) Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg> wrote:
----- Original Message -----

Hi Douglas,

Would like to trouble you again to check on your insured report as your rider has informed my client that he will file on Sat (08/01/2022).

Thank you.

Rgds
Dorlyn Li
Cheng Hoe Motor Pte Ltd (AMK)
Tel : 64812001

On Mon Jan 03 2022 12:57:14 GMT+0800 (Singapore Standard Time) Douglas Ong <douglas_ong@sg.msig-asia.com> wrote:
----- Original Message -----

Hi Dorlyn

Without Prejudice

He still have not reported.

We shall sent him reminder and revert later.

Kindly bear with us.

Best Regards

Douglas Ong

Claims Services (Motor)

D: +65 6594 2541 | F: +65 6225 7402 | douglas_ong@sg.msig-asia.com



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From:

Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>

Sent: Monday, 3 January 2022 10:01 AM

To: Douglas Ong <douglas_ong@sg.msig-asia.com>

Subject: RE: ENQUIRY OF LIABILITY - SMQ7558T (DOA: 10/12/2021) FBL1819L (MSIG)

Hi Douglas,

Happy New Year to you!!

Would like to follow up on above case. Appreciate your kind assistance to check on your insured's report and liability please.

Thank you.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel : 64812001

On Wed Dec 22 2021 11:07:46 GMT+0800 (Singapore Standard Time) Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg> wrote:

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

Hi Douglas,

Good Morning to you.

Would like to check if your insured rider has filed for the accident report and advise us on liability please.

Thank you].

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel : 64812001

On Wed Dec 15 2021 15:40:27 GMT+0800
(Singapore Standard Time) Douglas Ong
<douglas_ong@sg.msg-asia.com> wrote:

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

Dear Dorlyn

Without Prejudice

We are still pending for our insured's accident report.

Kindly bear with us.

Best Regards

Douglas Ong

Claims Services (Motor)

D: +65 6594 2541 | F: +65 6225 7402 |
douglas_ong@sg.msig-asia.com



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sender immediately, delete the email and do not copy, distribute or disclose its contents.

From:

Cheng Hoe Motor Pte Ltd (AMK)
<chmamk@singnet.com.sg>

Sent:

Wednesday, 15 December 2021 3:33 PM

To:

Douglas Ong <douglas_ong@sg.msig-asia.com>

Subject:

ENQUIRY OF LIABILITY - SMQ7558T (DOA:
10/12/2021) FBL1819L (MSIG)

Hi Douglas,

OUR CLIENT : SMQ7558T

DOA : 10/12/2021 @ 1920HR

YR INSURED : FBL1819L

Please assist to advise on liability and are you agree on DIRECT SETTLEMENT?

Thank you.

Regards

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)
Tel :64812001

Fax : 64821296

On Wed Dec 15 2021 15:25:37
GMT+0800 (Singapore Standard
Time) Ong Zi Hui
<zihui_ong@sg.msig-asia.com>
wrote:

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

Hi,

Thank you for your selection.

We will proceed to assign LKK Auto Consultants Pte Ltd – Kenneth Kong

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.

Officer in charge is Douglas
(douglas_ong@sg.msig-asia.com)

) / 6594 2541.

Thank you.



Our Customer Centre walk-in
counters are closed from 20
September 2021 until further

notice. Please check our website or official Facebook page for the latest updates.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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7402 | zihui_ong@sg.msig-asia.com



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From:

Cheng Hoe Motor Pte Ltd (AMK)
<chmamk@singnet.com.sg>

Sent:

Wednesday, 15 December 2021
3:03 PM

To:

Ong Zi Hui <zihui_ong@sg.msiga.com>

Cc:

chmotor@singnet.com.sg

Subject:

RE: Repair Survey (Single Joint
Expert) /ENQUIRY OF LIABILITY -
SMQ7558T (DOA: 10/12/2021)
FBL1819L (MSIG)

Hi All,

Our Selection as follow :

2. Kenneth Kong

P/S : Please assist to advise on
officer-in-charge for above case.

Thank you.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel : 64812001

On Wed Dec 15
2021 14:38:46
GMT+0800
(Singapore
Standard Time) Ong
Zi Hui
<[zihui_ong@sg.msi
g-asia.com](mailto:zihui_ong@sg.msi-g-asia.com)> wrote:

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

Hi Dorlyn,

We refer to your
email dated
15/12/2021.

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

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)

TT Garajan

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

Thank you.



Our Customer Centre walk-in counters are closed from 20 September 2021 until further notice. Please check our website or official Facebook page for the latest updates.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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zihui_ong@sg.msig-asia.com



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Reg. No. 200412212G |

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From:

Cheng Hoe Motor Pte Ltd (AMK)
<chmamk@singnet.com.sg>

Sent:

Wednesday, 15 December 2021 1:34 PM

To:

Claims SG <claims@sg.msig-asia.com>; Motor
Survey <motorsurvey@sg.msig-asia.com>; Cheng
Hoe <chmotor@singnet.com.sg>

Subject:

Repair Survey (Single Joint Expert) /ENQUIRY OF
LIABILITY - SMQ7558T (DOA: 10/12/2021)

Dear Sir,

OUR CLIENT : SMQ7558T

DOA : 10/12/2021 @ 1920HR

YR INSURED : FBL1819L

(A) Kindly provide us your surveyor listing for the selection on the survey.

(B) Also, please advise on liability and are you agree on DIRECT SETTLEMENT?

Thank you.

Regards

Dorlyn

Cheng Hoe Motor Pte Ltd
Tel :64812001

Fax : 64821296

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