

Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 19 May 2022 8:51 AM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: GIA SGQ 3375 B.pdf

PRI For SGQ3375B /DOA 17/05/2022 INVOLVED WITH PC5919L (MSIG) ALONG CTE

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.

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



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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Thursday, 19 May 2022 8:49 AM
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

Hi,

Please outsource. Tks.

WC

From: Ong Zi Hui
Sent: Thursday, 19 May 2022 8:41 AM
To: claim.autoworxhouse@gmail.com
Subject: RE: PRI For SGQ3375B /DOA 17/05/2022 INVOLVED WITH PC5919L (MSIG) ALONG CTE

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.

Thank you.

Ong Zi Hui
Admin Officer, Claims Services (In-House Survey)
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From: claim.autoworxhouse@gmail.com <claim.autoworxhouse@gmail.com>
Sent: Wednesday, 18 May 2022 5:28 PM
To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: PRI For SGQ3375B /DOA 17/05/2022 INVOLVED WITH PC5919L (MSIG) ALONG CTE

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

Dear Zi Hui,

We would like to select - LKK Auto Consultants Pte Ltd - Kenneth Kong for the PRI.

Thank you.

Best regards,

Admin team
Autoworx House
No.176 Sin Ming Drive
#02-01 Singapore 575721
claims.autoworxhouse@gmail.com
Tel: 64528211
Fax: 64517423

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

Sent: Wednesday, 18 May 2022 5:10 pm

To: claim.autoworxhouse@gmail.com

Subject: RE: PRI For SGQ3375B /DOA 17/05/2022 INVOLVED WITH PC5919L (MSIG) ALONG CTE

Hi,

We refer to your email dated 18/05/2022.

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) 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.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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MSIG

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From: claim.autoworxhouse@gmail.com <claim.autoworxhouse@gmail.com>
Sent: Wednesday, 18 May 2022 4:24 PM
To: Claims SG <claims@sg.msig-asia.com>
Subject: PRI For SGQ 3375 B /DOA 17/05/2022 INVOLVED WITH PC 5919 L ALONG CTE

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

Dear MSIG,

We have been authorised by SAFE N SWIFT, the registered owner of motor vehicle SGQ 3375 B at the material time of accident to make a claim against your insured.

Please give us the list of panel of your survey firms for our selection to inspect the above said vehicle or you may assign our choice from either one of the 3 survey firms,

- 1) Premier Appraiser Services
- 2) LKK Auto Consultants Pte Ltd
- 3) AJAX Inspection Services Pte Ltd

Please advise us with your assigned surveyor, name and contact number for this matter.

Kindly contact us at claim.autoworxhouse@gmail.com or call **64528211** before coming to ensure the vehicle is in the workshop.

Thank you.

Best regards,

Admin team
Autoworx House
No.176 Sin Ming Drive
#02-01 Singapore 575721
Email: claim.autoworxhouse@gmail.com
Tel: 64528211
Fax: 64517423

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