

Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 30 May 2022 2:16 PM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: Full_accident_report_8450956_28-05-2022_151916.pdf

WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SLA1760K & SMA8770Z (MSIG) on 28.05.2022

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



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

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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Monday, 30 May 2022 1:12 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

Hi,

Please outsource as spoken to Jenny. Tks.

WC

From: Ong Zi Hui
Sent: Monday, 30 May 2022 12:06 PM
To: Jen Eliva <elivacassandra@hotmail.com>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SLA1760K & SMA8770Z (MSIG) on 28.05.2022

Hi,

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.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)
D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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From: Jen Eliva <elivacassandra@hotmail.com>
Sent: Monday, 30 May 2022 12:03 PM
To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SLA1760K & SMA8770Z (MSIG) on 28.05.2022

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

Hi,

We would like to appoint LKK to conduct the survey .

Thank you.

Best Regards
Jenny chew 94513429

On 30 May 2022 11:41, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Jenny,

We refer to your email dated 30/05/2022.

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
1. Kenneth Kong
7) TT Garajan
1. Marcus Chua
8) Victor Png
1. Ng You Han
9) Tay Beng Hee
1. 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)
D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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From: Jen Eliva <elivacassandra@hotmail.com>
Sent: Monday, 30 May 2022 9:31 AM
To: Claims SG <claims@sg.msig-asia.com>
Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SLA 1760K & SMA 8770Z on 28.05.2022

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

SLA1760K0911I to open file

Hi,

We are the authorised workshop for SLA 1760K. We are assisting our client to proceed a third party claims against your insured driver SMA 8770Z.

Kindly let us have the list of surveyors to conduct the survey at :

JA AutoCare Pte Ltd (Ngee Hup Motor Repairer)
160 Sin Ming Dr
#08-16 Sin Ming Autocity
Singapore 575722.

Thank you.

Best Regards
Jenny Chew 94513429
For JA AutoCare Pte Ltd

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