

From: Crystal Lee crystal_lee@sg.msig-asia.com
Subject: Survey Request - Manual Assigned
Date: 16 June 2022 at 4:09 PM
To: assignments assignments@lkkauto.com, Admin-D (LKKAuto) admin-d@lkkauto.com
Cc: Ong Zi Hui zihui_ong@sg.msig-asia.com

CL

Accident on 16/06/2022 between SNC3768S & SMP5279S at/along Esplanade Drive

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

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



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From: Ong Zi Hui
Sent: Thursday, 16 June 2022 3:49 PM
To: Advance Auto Garage <advanceag@hotmail.com>
Subject: RE: Accident on 16/06/2022 between SNC3768S & SMP5279S at/along Esplanade Drive

Hi Xavier,

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: Advance Auto Garage <advanceag@hotmail.com>

Sent: Thursday, 16 June 2022 3:39 PM

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

Subject: RE: Accident on 16/06/2022 between SNC3768S & SMP5279S at/along Esplanade Drive

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

Dear Zihui,

I would like to appoint LKK for my PRI. Thank you

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

23 Kaki Bukit Avenue 4, #04-01

Vicom Kaki Bukit Inspection Center

Singapore 415933

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

Sent: Thursday, 16 June 2022 3:34 pm

To: Advance Auto Garage <advanceag@hotmail.com>

Subject: RE: Accident on 16/06/2022 between SNC3768S & SMP5279S at/along Esplanade Drive

Hi Xavier,

We refer to your email dated 16/06/2022.

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:

1. ***Fast lane settlement is not applicable for cases that liability is in dispute***
2. 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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P Join our mission in protecting our planet, please consider the environment before you print.

From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Thursday, 16 June 2022 3:12 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: Re: Accident on 16/06/2022 between SNC3768S & SMP5279S at/along Esplanade Drive

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

Dear Mr Lee,

GIA is not out yet. We would appreciate if you could provide us with your list of surveyors to choose from urgently for a direct and amicable settlement. Thank you

Sent from my iPhone

On 16 Jun 2022, at 3:09 PM, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear Xavier,

Please provide us with your client's GIA so that we can register this claim.

Have a nice day.

Best Regards

Lee Wee Ho

Assistant Manager, Claims Services (In-House Survey)

D : +65 6643 1347 | F : +65 6225 7402 | weeho_lee@sg.msig-asia.com



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From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Thursday, 16 June 2022 1:45 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: Accident on 16/06/2022 between SNC3768S & SMP5279S at/along Esplanade Drive

Our Ref: AAG. 20220606
Your Ref: SMP5279S

PRE-REPAIR INSPECTION NOTICE

Dear Sirs,

We act for Beautistyle Services, owner of SNC3768S that was damaged as a result of the above accident.

Please take note that our client's motorcar is presently located at his repairer's workshop,

Advance Auto Garage

23 Kaki Bukit Ave 4, #04-01
Vicom Kaki Bukit
Singapore 415933
TEL: 9007 9247
Email: advanceag@hotmail.com
ATTN: Xavier Lim

In the circumstances, kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

For a direct and amicable settlement, kindly send us your panel of surveyors for us to choose from.

As provided by NIMA Protocol, take note that our client shall proceed to appoint his own surveyor and repair his vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

Best Regards,

Xavier Lim
(+65) 9007 9247
Advance Auto Garage
23 Kaki Bukit Avenue 4, #04-01
Vicom Kaki Bukit Inspection Center
Singapore 415933

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