

## Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, 13 July 2022 3:02 PM  
**To:** assignments; Admin-D (LKKAuto)  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SMG1466S GIA.pdf

### PRI - SMG1466S CLAIMING AGAINST YN3662A (MSIG), DOA: 09/07/2022

#### 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](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: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Wednesday, 13 July 2022 2:58 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. Tks.

WC

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**From:** Ong Zi Hui  
**Sent:** Wednesday, 13 July 2022 2:44 PM  
**To:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>  
**Cc:** Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Subject:** RE: PRI - SMG1466S CLAIMING AGAINST YN3662A (MSIG), DOA: 09/07/2022

Hi Nashik,

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)  
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**From:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>  
**Sent:** Wednesday, 13 July 2022 2:43 PM  
**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Cc:** Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Subject:** RE: PRI - SMG1466S CLAIMING AGAINST YN3662A (MSIG), DOA: 09/07/2022

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

Dear Ong Zi Hui,

We appointed LKK Auto Consultants Pte Ltd.

Thank you.

Best Regards,

**Mohamed Nashik (Mr.)**

Motor Claims Officer

D: (+65) 6481 1522 | F: (+65) 6481 1011

**OPTIMA//ERKZ™ PTE. LTD.**

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**From:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Sent:** Wednesday, 13 July 2022 2:36 pm

**To:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>

**Cc:** Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** RE: PRI - SMG1466S CLAIMING AGAINST YN3662A (MSIG), DOA: 09/07/2022

Hi Nashik,

We refer to your email dated 13/07/2022.

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](mailto:motorsurvey@sg.msig-asia.com)**

Thank you.

**Ong Zi Hui**

Admin Officer, Claims Services (In-House Survey)

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**From:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>

**Sent:** Wednesday, 13 July 2022 2:09 PM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Cc:** Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** PRI - SMG1466S CLAIMING AGAINST YN3662A (MSIG), DOA: 09/07/2022

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

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you.

Best Regards,

**Mohamed Nashik (Mr.)**

Motor Claims Officer

D: (+65) 6481 1522 | F: (+65) 6481 1011

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