

Rajes

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 11 August 2022 1:53 PM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: 6470y.pdf

Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBC6470Y DOA: 10/08/22 GBK8269H (MSIG)

Manual Assigned

Dear LKK,

Refer to the email, 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)

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From: Ong Zi Hui
Sent: Thursday, 11 August 2022 1:45 PM
To: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Subject: RE: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBC6470Y DOA: 10/08/22 GBK8269H (MSIG)

Hi June,

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.

I will inform you who is the officer in charge once my colleague register the claim.

Thank you.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Thursday, 11 August 2022 12:33 PM

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

Subject: Re: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBC6470Y DOA: 10/08/22 GBK8269H (MSIG)

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

Hi Zi Hui,

Our selection as below :-

1) Kenneth Kong

Kindly assist to arrange.

ALSO, Pls advise who is the claim handler?

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- chmotor@singnet.com.sg

From: Ong Zi Hui
Sent: Wednesday, August 10, 2022 2:58 PM
To: chmotor@singnet.com.sg
Subject: RE: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBC6470Y DOA: 10/08/22 GBK8269H (MSIG)

Hi June,

We refer to your email dated 10/08/2022.

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

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:

2) Xing Guo Qiang	6) Chow Bo Xiong
3) Kenneth Kong	7) TT Garajan
4) Marcus Chua	8) Victor Png
5) Ng You Han	9) Tay Beng Hee
6) 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





 *Join our mission in protecting our planet, please consider the environment before you print.*

From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Wednesday, 10 August 2022 1:45 PM

To: Claims SG <claims@sg.msig-asia.com>

Subject: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBC6470Y

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

Dear Sir/Madam,

OUR CLIENT - GBC6470Y
DOA - 10/8/22@0900hrs
YR INSURED - GBK8269H

Attached our client report.

Under Protocol - SJE, pls provide list of surveyors for our selection.

ALSO, pls advise who is the claim handler.

Thank you.

Rgds,
June
Cheng Hoe Motor Pte Ltd
Tel :67556142
Fax : 67557719

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