

Ong Zi Hui

From: Ong Zi Hui
Sent: Friday, 19 August 2022 11:01 AM
To: 'claims@garage13.com.sg'
Subject: RE: NOA ACCIDENT INVOLVING SLJ6157Y & SLB2787Y (MSIG) ALONG CENTRAL EXPRESSWAY ON 17.08.2022 AT 1945HRS

Hi,

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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.msia-asia.com



MSIG

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

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A Member of **MS&AD INSURANCE GROUP**

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From: claims@garage13.com.sg <claims@garage13.com.sg>
Sent: Friday, 19 August 2022 10:46 AM
To: Ong Zi Hui <zihui_ong@sg.msia-asia.com>
Subject: RE: NOA ACCIDENT INVOLVING SLJ6157Y & SLB2787Y (MSIG) ALONG CENTRAL EXPRESSWAY ON 17.08.2022 AT 1945HRS

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

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

We regret to inform you that our client will not appoint any of the surveyors from your list provided in your email dated today.

However, we are pleased to provide below a list of ten surveyors for your consideration.

Gilbert Leow	Impact Analysis Consultant
Andy Ho	Impact Analysis Consultant
Shandy Loh	Impact Analysis Consultant
Michael Yap	Mccoyp Pte Ltd
Seth Yeh	Delta-V Consultant
James Ong	Delta-V Consultant
Nick Ng	Delta-V Consultant
Loo Yee Khang	Cozon Engineers
Alex Teo	Cozon Engineers
Denise Yap	Pal's Appraiser Pte Ltd

Kindly let us know if you agree or disagree to appointing any of the above surveyors within the timeline stipulated under the NIMA protocol.

Thank you.

Warmest Regards,

September Wang

Garage 13 Pte Ltd

T : +65 9091 0013

A : 8 Kaki Bukit Ave 4, #02-54/55 Premier @ Kaki Bukit, Singapore 415875

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

Sent: Friday, 19 August 2022 10:45 am

To: claims@garage13.com.sg

Subject: RE: NOA ACCIDENT INVOLVING SLJ6157Y & SLB2787Y (MSIG) ALONG CENTRAL EXXPRESSWAY ON 17.08.2022 AT 1945HRS

Hi,

We refer to your email dated 18/08/2022.

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 (**unavailable on 19/08/2022**)
- 5) AutoProbe Consultants (**unavailable on 19/08/2022**)

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

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: claims@garage13.com.sg <claims@garage13.com.sg>

Sent: Friday, 19 August 2022 10:11 AM

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

Subject: RE: NOA ACCIDENT INVOLVING SLJ6157Y & SLB2787Y (MSIG) ALONG CENTRAL EXPRESSWAY ON 17.08.2022 AT 1945HRS (Pend for TP's gia report to send SJE list)

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

Without Prejudice

Dear Winnie,

Please refer attached as per requested

Thank you.

Warmest Regards,

September Wang

Garage 13 Pte Ltd

T : +65 9091 0013

A : 8 Kaki Bukit Ave 4, #02-54/55 Premier @ Kaki Bukit, Singapore 415875

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

Sent: Friday, 19 August 2022 9:03 am

To: Claims claims <claims@garage13.com.sg>

Subject: FW: NOA ACCIDENT INVOLVING SLJ6157Y & SLB2787Y (MSIG) ALONG CENTRAL EXXPRESSWAY ON 17.08.2022 AT 1945HRS (Pend for TP's gia report to send SJE list)

Without Prejudice

Dear Sir,

Our Insured has not reported the accident. PIC/liability: To be confirmed.

Appreciate you may provide your client's draft/full accident report ASAP for us to send SJE list, register case and write to our insured to report.

Thank you

By submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers, policyholders, insured, and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose. If you do not agree to the above, kindly let us know immediately.

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6012 1315 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



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A Member of **MS&AD** INSURANCE GROUP

From: claims@garage13.com.sg <claims@garage13.com.sg>

Sent: Thursday, 18 August 2022 4:31 PM

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

Cc: sales@garage13.com.sg

Subject: NOA ACCIDENT INVOLVING SLJ 6157 Y & SLB 2787 Y ALONG CENTRAL EXXPRESSWAY ON 17.08.2022 AT 1945HRS

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

WITHOUT PREJUDICE

Dear Sir / Mdm,

Attached herewith the Notification of Accident for your reference.

Kindly let us have a list of your ten surveyors as your nominated SJE for our consideration within the stipulated timeline under the NIMA Protocol.

Thank you.

Warmest Regards,

September Wang

Garage 13 Pte Ltd

T : +65 9091 0013

A : 8 Kaki Bukit Ave 4, #02-54/55 Premier @ Kaki Bukit, Singapore 415875

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