

Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 19 August 2022 4:56 PM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SMS2584P--NOA.pdf

ACCIDENT INVOLVING VEHICLE NO.: SMS2584P & SLN7284K (GRAB) ON 02/08/2022 ALONG 7 STRAITS VIEW PICK- UP POINT - TP CLAIM

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: Friday, 19 August 2022 4:03 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMS2584P & SLN7284K (GRAB) ON 02/08/2022 ALONG 7 STRAITS VIEW PICK- UP POINT - TP CLAIM

Hi,

Please outsource. Tks.

WC

From: Ong Zi Hui

Sent: Friday, 19 August 2022 3:23 PM

To: Operation / Candy Ong <operation@tlauto.com.sg>

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMS2584P & SLN7284K (GRAB) ON 02/08/2022 ALONG 7 STRAITS VIEW PICK- UP POINT - TP CLAIM

Hi Candy,

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.

Thank you.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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From: Operation / Candy Ong <operation@tlauto.com.sg>

Sent: Friday, 19 August 2022 3:00 PM

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

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMS2584P & SLN7284K (GRAB) ON 02/08/2022 ALONG 7 STRAITS VIEW PICK- UP POINT - TP CLAIM

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

Dear Zhi Hui,

We hereby confirm and agreed to nominate LKK Auto Consultants Pte Ltd (Kenneth Kong) to conduct the PRI survey of our client's vehicle

Best Regards,

From: Ong Zi Hui [mailto:zihui_ong@sg.msig-asia.com]

Sent: Friday, August 19, 2022 2:34 PM

To: operation@tlauto.com.sg

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMS2584P & SLN7284K (GRAB) ON 02/08/2022 ALONG 7 STRAITS VIEW PICK- UP POINT - TP CLAIM

Hi Candy,

We refer to your email dated 19/08/2022.

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**)
- 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

Thank you.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

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From: Operation / Candy Ong <operation@tlauto.com.sg>

Sent: Friday, 19 August 2022 1:35 PM

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

Subject: ACCIDENT INVOLVING VEHICLE NO.: SMS2584P & SLN7284K ON 02/08/2022 ALONG 7 STRAITS VIEW PICK-UP POINT - TP CLAIM

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

Dear All,

We have our client's instruction to notify you the above accident

Please find attached documents for your information and necessary action

The vehicle is now garage at our workshop

Kindly let us have your surveyor list and arrange for the PRS survey of our client's vehicle at an earlier date

Thanks & regards,

Candy Ong



Tong Luck Auto Pte Ltd

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#07-01/06 Sin Ming Autocity

Singapore 575722

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Email: operation@tlauto.com.sg

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