

Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 19 August 2022 4:52 PM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: GIA report.pdf

PRI ARRANGEMENT SFK7878J | ACC ON 19/08/2022 INV VEH NO. SFK7878J (OUR REF) & SMR5924C (MSIG)

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 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Friday, 19 August 2022 4:01 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

From: Ong Zi Hui
Sent: Friday, 19 August 2022 3:18 PM
To: csongauto csongauto <csongauto.claims@yahoo.com>
Subject: RE: PRI ARRANGEMENT SFK7878J | ACC ON 19/08/2022 INV VEH NO. SFK7878J (OUR REF) & SMR5924C (MSIG)

Hi Ms Ong,

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



MSIG

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From: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Friday, 19 August 2022 2:27 PM
To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: Re: PRI ARRANGEMENT SFK7878J | ACC ON 19/08/2022 INV VEH NO. SFK7878J (OUR REF) & SMR5924C (MSIG)

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

Without Prejudice,

Dear ZiHui,

We would like to appoint LKK Auto to conduct the PRS.

Thank you

Warmest Regards,

Ms Ong

C.S.ONG AUTO PTE LTD

7030, Ang Mo Kio Ave 5
#B1-01 Northstar @ AMK Singapore 569880
Tel: 6484 1933 | Fax: 6481 1916
E-Mail: csongauto.claims@yahoo.com

On Friday, 19 August 2022 at 01:47:19 pm SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Ms Ong,

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: csongauto csongauto <csongauto.claims@yahoo.com>

Sent: Friday, 19 August 2022 1:10 PM

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

Subject: Re: PRI ARRANGEMENT SFK7878J | ACC ON 19/08/2022 INV VEH NO. SFK7878J (OUR REF) & SMR5924C (MSIG)

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

Without Prejudice,

Dear Winnie,

Refer to attached GIA Report.

Kindly assist to forward us the list of surveyors to choose from

Thank you

Warmest Regards,

Ms Ong

C.S.ONG AUTO PTE LTD

7030, Ang Mo Kio Ave 5

#B1-01 Northstar @ AMK Singapore 569880

Tel: 6484 1933 | Fax: 6481 1916

E-Mail: csongauto.claims@yahoo.com

On Friday, 19 August 2022 at 11:40:30 am SGT, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

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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From: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Friday, 19 August 2022 11:05 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>

Subject: PRI ARRANGEMENT SFK7878J | ACC ON 19/08/2022 INV VEH NO. SFK7878J (OUR REF) & SMR5924C (YOUR REF)

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

Without Prejudice,

RE: ACCIDENT INVOLVING SFK7878J ALONG YIO CHU KANG ROAD ON 19/08/2022 @ 0705HRS.

We refer to the above matter.

We are instructed to notify you of a road accident on **19-AUG-2022** at about **0705** hours along **YIO CHU KANG ROAD** involving our client's vehicle registration number **SFK7878J** and vehicle registration number **SMR5924C** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you. Kindly send us a list of survey firms to choose from.

Thank you.

We are requested to inform you that our client's vehicle is available for pre-repair inspection at the following address:

10 Ang Mo Kio Ind Park 2A, #03-08
AMK Autopoint
Singapore 568047

Warmest Regards,

Ms Ong

C.S.ONG AUTO PTE LTD

7030, Ang Mo Kio Ave 5
#B1-01 Northstar @ AMK Singapore 569880
Tel: 6484 1933 | Fax: 6481 1916
E-Mail: csongauto.claims@yahoo.com

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