

Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 25 August 2022 8:03 AM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui; Keet Wai Ng
Subject: Survey Request - Manual Assigned
Attachments: SME9713L.pdf

Accident involving Vehicle Honda Civic SME9713L And fallen Object identified as a roll of curtain cloth on 22/08/2022 at 114:35 PM

(Non-merimen case) P&C Dept (Car is in) Policy :300391785

Manual Assigned

Dear LKK,

Refer to the email, please arrange survey the vehicle on a without prejudice basis.

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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Wednesday, 24 August 2022 5:38 PM
To: Kai Motor <kaimotor@gmail.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>
Cc: Keet Wai Ng <KeetWai_Ng@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: FW: Accident involving Vehicle Honda Civic SME9713L And fallen Object identified as a roll of curtain cloth on 22/08/2022 at 114:35 PM (Non-merimen case) P&C Dept (Car is in) Policy :300391785 (To outsource)

Hi,

Thank you for your selection. PIC: Ms Ng Keet Wai.

We will proceed to appoint/assign LKK Auto Consultants Pte Ltd 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.

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: Kai Motor <kaimotor@gmail.com>

Sent: Wednesday, 24 August 2022 5:31 PM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>

Cc: Keet Wai Ng <KeetWai_Ng@sg.msig-asia.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: Re: FW: Accident involving Vehicle Honda Civic SME9713L And fallen Object identified as a roll of curtain cloth on 22/08/2022 at 114:35 PM (Non-merimen case) P&C Dept (Car is in) Policy :300391785

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

Dear Winnie,

Thanks for your email, and please be informed that we chose **LKK Auto Consultants Pte Ltd** to conduct the pre-repair inspection.

With best regards,

Wendy

On Wed, 24 Aug 2022 at 17:23, Winnie Chua <pingping_chua@sg.msig-asia.com> wrote:

Hi,

We refer to your email/faxed dated 23/08/22.

As spoken, 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) Samuel Phun
5. Gary Soon	10) 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

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: Kai Motor <kaimotor@gmail.com>

Sent: Tuesday, 23 August 2022 1:54 PM

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

Subject: Accident involving Vehicle Honda Civic SME9713L And fallen Object identified as a roll of curtain cloth on 22/08/2022 at 114:35 PM

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

KAI MOTOR TRADI

BLK 3007 UBI ROAD 1

#01-440, SINGAPORE 4087

TEL: 67474006 FAX:674375

[E-mail: kaimotor@gmail.com](mailto:kaimotor@gmail.com)

REG NO: 44223100L

Date: 23/08/2022

Attn: The Motor Claims Department

Your Insured Name: Europa Interiors (S) Pte Ltd

MSIG Insurance (S) Pte Ltd

4 Shenton Way

#21-01 SGX Centre 2

Singapore 068807

Tel: 6827 7888

Fx: 6827 7809

Dear Sir / Madam

Accident involving Vehicle Honda Civic SME9713L And fallen Object identified as a roll of curtain cloth on 22/08/202

We are writing on behalf of **Mr. CHOO CHENG FATT** the registered owner of **SME9713L** which was involved in the above-mentioned accident between a roll of curtain cloth which dropped from the fourth floor of the b

Investigation reveals that the owner of the accident of the fallen object, is called **Europa Interiors (S) Pte Ltd**, was insured with y material time of the said accident.

As a result, the accident was caused solely and completely by the negligence of your insured material. Therefore, our client is holding you liable for the repair costs and other consequential loss which was sustained by him/her/them.

Kindly arrange for your representative to survey our client's vehicle at KAI MOTOR TRADING Blk 3007, Ubi Road 1, #01-440, Singapore **Ubi Road 1, #01-4 Singapore 408701** with incurred(2) days from the date hereof as to avoid further losses incur.

We enclosed hereby the GIA report thisolice report has**ME9713L** for your kind attention.

Failing which, our client, have no alternative bforwardedroceed with the necessary repairs and the bill will be forward to you for reimbursement.

Yours fa.ithfully,

--

Have a nice day with thanks.

祝您有美好的一天。

Ms Kim
Kai Motor Trading

Blk 3007 Ubi Rd 1 #01-440
Singapore 408701
Telephone: 6747 4006

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