

From: Crystal Lee crystal_lee@sg.msig-asia.com
Subject: Survey Request - Manual Assigned
Date: 26 August 2022 at 4:57 PM
To: assignments assignments@lkkauto.com, Admin-D (LKKAuto) admin-d@lkkauto.com
Cc: Ong Zi Hui zihui_ong@sg.msig-asia.com

CL

Pre-Repair Inspection for SJL5080D // Accident on 23/08/2022 @ 18:11HR at along Orchard Road towards Handy Road involving Vehicle Number SJL5080D & SKN9800U (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)

D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

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 |

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

Sent: Friday, 26 August 2022 4:52 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, 26 August 2022 4:30 PM

To: Zoom Autowerks <zoomautowerks@gmail.com>

Subject: RE: Pre-Repair Inspection for SJL5080D // Accident on 23/08/2022 @ 18:11HR at along Orchard Road towards Handy Road involving Vehicle Number SJL5080D & SKN9800U (MSIG)

Hi,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Marcus Chua** 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



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From: Zoom Autowerks <zoomautowerks@gmail.com>

Sent: Friday, 26 August 2022 3:56 PM

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

Subject: Re: Pre-Repair Inspection for SJL5080D // Accident on 23/08/2022 @ 18:11HR at along Orchard Road towards Handy Road involving Vehicle Number SJL5080D & SKN9800U (MSIG)

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

Dear All,

Please arrange Marcus Chua for the survey.

Warmest Regards,

Elin Cai

Zoom Autowerks Pte Ltd

130 Bedok Reservoir Road

#08-1339 Singapore 470130

1100 1000 Singapore 170100
)9450 7920
8zoomautowerks@gmail.com

- Please note our change in mailing/registered address with effect from 1st July 2018 -

On Fri, Aug 26, 2022 at 9:03 AM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Elin,

We refer to your email dated 25/08/2022.

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](#)
- 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:

1. ***Fast lane settlement is not applicable for cases that liability is in dispute***
2. 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: Zoom Autowerks <zoomautowerks@gmail.com>

Sent: Thursday, 25 August 2022 8:39 PM

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

Subject: Pre-Repair Inspection for SJL 5080 D // Accident on 23/08/2022 @ 18:11HR at along Orchard Road towards Handy Road involving Vehicle Number SJL 5080 D & SKN 9800 U

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

Dear Sir/Madam,

We are instructed by Lydia Low Bee Lian to notify you of a road traffic accident on 23/08/2022

at about 18:11HR along near Orchard Road towards Handy Road involving our client's vehicle registration number SJL 5080 D and vehicle registration number SKN 9800 U driven by your insured at the material time.

A copy of the Singapore Accident Statement/Traffic Police Report filed is enclosed. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds 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 time, our client shall proceed to repair the vehicle without further reference to you.

Please contact me @ 9450 7920, should you require more information.

***Kindly arrange survey at Blk 15 Kaki Bukit Road 4, Bartley Biz Centre,
#01-53 Singapore 417808.***

Warmest Regards,
Elin Cai

Zoom Autowerks Pte Ltd
130 Bedok Reservoir Road
#08-1339 Singapore 470130
)9450 7920
8zoomautowerks@gmail.com

***- Please note our change in mailing/registered address with
effect from 1st July 2018 -***

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SJL5080D
GIA.pdf