

From: Crystal Lee crystal_lee@sg.msig-asia.com
Subject: Survey Request - Manual Assigned
Date: 26 August 2022 at 12:06 PM
To: assignments assignments@lkkauto.com, Admin-D (LKKAuto) admin-d@lkkauto.com
Cc: Ong Zi Hui zihui_ong@sg.msig-asia.com

CL

**Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SMY81E
(DOA: 25/08/2022) SLK2240K (GRAB)**

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 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



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

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

From: Ong Zi Hui
Sent: Friday, 26 August 2022 11:50 AM
To: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>
Cc: chmotor@singnet.com.sg
Subject: RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SMY81E (DOA: 25/08/2022) SLK2240K (GRAB)

Hi Dorlyn,

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

appointment of surveyor must come from MOTOR.

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

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



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

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

From: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>

Sent: Friday, 26 August 2022 11:37 AM

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

Cc: chmotor@singnet.com.sg

Subject: RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SMY81E (DOA: 25/08/2022) SLK2240K (GRAB)

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

Hi Ms Ong,

Our selection as follow :

- LKK Auto Consultants Pte Ltd

Thank you.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel: 64812001

On Fri Aug 26 2022 11:05:01 GMT+0800 (Singapore Standard Time) Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

----- Original Message -----

Hi Dorlyn,

We refer to your email dated 26/08/2022.

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

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 |
| 1. Kenneth Kong | 7) TT Garajan |
| 1. Marcus Chua | |
| 8) Victor Png | |
| 1. Ng You Han | |
| 9) Tay Beng Hee | |
| 1. 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.msigg.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 | msigg.com.sg _____

—

—

P

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

—

From:

Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>

Sent: Friday, 26 August 2022 10:29 AM

To: Claims SG <claims@sg.msigg.com>; Motor Survey

<motorsurvey@sg.msigg.com>; Cheng Hoe

<chmotor@singnet.com.sg>

Subject: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY -
SMY81E (DOA: 25/08/2022).

—

EXTERNAL EMAIL:

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

—

Dear Sir,

—

OUR CLIENT : SMY81E

DOA : 25/08/2022 @ 1030HR

YR INSURED : SLK2240K (GRAB RENTALS PTE LTD)

—

**(A) Kindly provide us your surveyor listing for the selection on the
survey.**

**(B) Also, please advise on liability and are you agree on DIRECT
SETTLEMENT?**

—

Thank you.

Regards

Dorlyn

Cheng Hoe Motor Pte Ltd

Tel :64812001

Fax : 64821296

—

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is

privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.



GIA.pdf