

## Veron Chen (LKKAUTO)

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**From:** Douglas Ong <douglas\_ong@sg.msig-asia.com>  
**Sent:** Wednesday, 5 October 2022 10:56 AM  
**To:** Cheng Hoe Motor Pte Ltd (AMK)  
**Cc:** SUR  
**Subject:** MSIG Claims Ref: 284088 -- RE: ENQUIRY OF LIABILITY - SLJ6850D (DOA: 21/08/2022)

Dear Dorlyn

Without Prejudice

Apologies for not reverting earlier.

We agree to do a direct settlement.

Please follow up with our surveyor thanks.

**Best Regards**

**Douglas Ong**  
Claims Services (Motor)  
D: 6012 1346 | [douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)



**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>  
**Sent:** Wednesday, 5 October 2022 10:09 AM  
**To:** Douglas Ong <douglas\_ong@sg.msig-asia.com>  
**Subject:** Fwd: ENQUIRY OF LIABILITY - SLJ6850D (DOA: 21/08/2022)

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

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Hi Douglas,

Good morning to you.

Would appreciate your kind assistance to revert to our last email dated 10/09/2022 on case liability please.

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel : 64812001

On Sat Sep 10 2022 10:34:59 GMT+0800 (Singapore Standard Time) Cheng Hoe Motor Pte Ltd (AMK)  
<[chmamk@singnet.com.sg](mailto:chmamk@singnet.com.sg)> wrote:  
----- Original Message -----

Hi Douglas,

**OUR CLIENT : SLJ6850D**

**DOA : 21/08/2022 @ 1600HR**

**YR INSURED : SCP6883J**

**Please assist to advise on liability and are you agree on DIRECT SETTLEMENT?**

Thank you.

Regards  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)

Tel :64812001  
Fax : 64821296

On Fri Sep 09 2022 16:49:14 GMT+0800 (Singapore Standard Time) Ong Zi Hui  
<[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:  
----- Original Message -----

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.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

Officer in charge is Douglas ([douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)) / 6594 2541.

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](mailto:zihui_ong@sg.msig-asia.com)

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you print.

**From:**

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

**Sent:** Friday, 9 September 2022 4:46 PM

**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Cc:** Cheng Hoe <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Subject:** RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLJ6850D  
(DOA: 21/08/2022)

**EXTERNAL EMAIL:**

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Hi Ms Ong,

Our Selection as follow :

1) LKK Auto Consultants Pte Ltd

Thank you.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel : 64812001



On Fri Sep 09 2022 12:50:33 GMT+0800 (Singapore Standard Time)  
Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

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

Hi Dorlyn,

We refer to your email dated 09/09/2022.

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:

- a. \*Fast lane settlement is not applicable for cases that liability is in dispute\*
- a. 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](mailto: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](mailto:zihui_ong@sg.msig-asia.com)

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**From:**

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

**Sent:**

Friday, 9 September 2022 11:08 AM

**To:**

Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>; Motor Survey  
<[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Cheng Hoe  
<[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Subject:**

Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY -  
SLJ6850D (DOA: 21/08/2022)

**EXTERNAL EMAIL:**

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

Dear Sir,

**OUR CLIENT : SLJ6850D**

**DOA : 21/08/2022 @ 1600HR**



**YR INSURED : SCP6883J (HUI BUEY TECK)**

**(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

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