

Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msigg-asia.com>
Sent: Monday, 3 October 2022 4:20 PM
To: assignments; Admin-D (LKKAuto)
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: Scan_20221003 (3).pdf

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 6012 1316 | crystal_lee@sg.msigg-asia.com



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | Co.

Reg. No. 200412212G | msig.com.sg



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From: Winnie Chua <pingping_chua@sg.msigg-asia.com>
Sent: Monday, 3 October 2022 4:16 PM
To: Crystal Lee <crystal_lee@sg.msigg-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msigg-asia.com>
Subject: RE: USE IHS OR OUTSOURCE - PLEASE REVERT

Hi,

Please outsource. Tks.

WC

From: Ong Zi Hui
Sent: Monday, 3 October 2022 4:05 PM
To: MS Car Auto <mscarautopl@gmail.com>
Cc: Sarah <sarah@islandlaw.com.sg>
Subject: RE: OUR REF: SLL9014X / YOUR VEH: SMM4485K (MSIG)

Hi Desmond,

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 6012 1318 | zihui_ong@sg.msiga-asia.com



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From: MS Car Auto <mscarautopl@gmail.com>
Sent: Monday, 3 October 2022 3:54 PM
To: Ong Zi Hui <zihui_ong@sg.msiga-asia.com>
Subject: Re: OUR REF: SLL9014X / YOUR VEH: SMM4485K (MSIG)

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

3. Marcus Chua

Warmest Regards,
Desmond Ng
MS Car Auto Pte Ltd

8 Kaki Bukit Ave 4 #01-07

Premier @ Kaki Bukit
Singapore 415875
Telephone: 6385-1838
Fax : 6386-1838

On Mon, Oct 3, 2022 at 3:44 PM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Sarah,

We refer to your email dated 03/10/2022.

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:

- 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)

D: +65 6012 1318 | zihui_ong@sg.msig-asia.com



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From: Sarah <sarah@islandlaw.com.sg>
Sent: Monday, 3 October 2022 2:59 PM
To: Claims SG <claims@sg.msig-asia.com>
Cc: 'MS Car Auto' <mscarautopl@gmail.com>
Subject: OUR REF: SLL 9014X / YOUR VEH: SMM 4485K

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

Accident involving SLL 9014X & SMM 4485K ON30/09/2022 AT 0835 HOURS ALONG 153 SERANGOON NORTH AVE 1

(NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIMA CASES)

We act for Khor Boon Chye, who has appointed the undermentioned workshop to repair his vehicle **SLL 9014X**.

Please be informed that the said vehicle can be inspected at:

Name: MS Car Auto Pte Ltd
Address: 8 Kaki Bukit Avenue 4 #01-07 Singapore 415875
Contact Person: June / Desmond
Contact Number: 6385 1838

Please note that if you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Best Regards,

Sarah Liu
Legal Secretary

ISLAND LAW PRACTICE LLC

101 Upper Cross Street
#04-04 People's Park Centre
Singapore 058357

Tel : (65) 6221 3211

Fax : (65) 6225 3210

Email : sarah@islandlaw.com.sg

Web : www.islandlaw.com.sg



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