

## Survey Request - Manual Assigned

Crystal Lee <crystal\_lee@sg.msig-asia.com>

Wed 12/10/2022 10:49 AM

To: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Ong Zi Hui <zihui\_ong@sg.msig-asia.com>

**URGENT: ACCIDENT INVOLVING SNA6191X & SGE7627L (MSIG) AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS | PD.192988/ML**

### **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 6012 1316 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)

**Please note my direct line has changed.**



**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](http://msig.com.sg)



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

*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, 12 October 2022 10:36 AM

**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:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

---

**From:** Ong Zi Hui

**Sent:** Wednesday, 12 October 2022 10:29 AM

**To:** SL LAW PRS <[prs@slaw.com.sg](mailto:prs@slaw.com.sg)>

Cc: [xinyunauto1@gmail.com](mailto:xinyunauto1@gmail.com); [aarontkj.sk@gmail.com](mailto:aarontkj.sk@gmail.com)

Subject: RE: URGENT: ACCIDENT INVOLVING SNA6191X & SGE7627L (MSIG) AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS || PD.192988/ML

Hi,

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.

Thank you.

**Ong Zi Hui**

Senior Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)

**Please note my direct line has changed.**



**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](http://msig.com.sg)



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

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

---

**From:** SL LAW PRS <[prs@slaw.com.sg](mailto:prs@slaw.com.sg)>

**Sent:** Wednesday, 12 October 2022 9:51 AM

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

**Cc:** [xinyunauto1@gmail.com](mailto:xinyunauto1@gmail.com); [aarontkj.sk@gmail.com](mailto:aarontkj.sk@gmail.com)

**Subject:** RE: URGENT: ACCIDENT INVOLVING SNA6191X & SGE7627L (MSIG) AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS || PD.192988/ML

**Importance:** High

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

**WITHOUT PREJUDICE**

Dear Sir/Madam,

**ACCIDENT INVOLVING SNA6191X & SGE7627L AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS**

We refer to your email of even date confirming your intention to conduct a pre-repair survey on our client's vehicle **SNA6191X**.

We have instructions to select **LKK Auto Consultants Pte Ltd** from your list of surveyors.

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

**Workshop:** Xin Yun Auto Private Limited  
**Address:** Blk 8 Kaki Bukit Ave 4 #05-23 Premier @ Kaki Bukit Singapore 415675  
**Contact Person:** Yi Xin (HP: 9839 1555)

**\*Please be in touch with the contact person for further arrangement urgently.**

*In the event you fail to conduct the pre-repair survey 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.*

For Surveyor: To initial after Completion	
<u>1<sup>st</sup> Inspection</u>	
Appointed surveyor	(Name & Signature)
Date & Time	
<u>2<sup>nd</sup> Inspection</u>	
Appointed surveyor	(Name & Signature)
Date & Time	
<u>3<sup>rd</sup> Inspection</u>	
Appointed surveyor	(Name & Signature)
Date & Time	

**Thank you.**

Regards

Yuna

DID: 6909 9355 Fax: 6909 6246

Address: 133 New Bridge Road #13-01 Chinatown Point Singapore 059413



**SL LAW CHAMBERS**

This e-mail is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, arrive late or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message which may arise as a result of Internet transmission.

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

**Sent:** Wednesday, 12 October 2022 9:23 AM

**To:** SL LAW PRS <[prs@sllaw.com.sg](mailto:prs@sllaw.com.sg)>

**Cc:** [xinyunauto1@gmail.com](mailto:xinyunauto1@gmail.com); [aarontkj.sk@gmail.com](mailto:aarontkj.sk@gmail.com)

**Subject:** RE: URGENT: ACCIDENT INVOLVING SNA6191X & SGE7627L (MSIG) AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS | | PD.192988/ML

Hi Yuna,

We refer to your email dated 11/10/2022.

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

Thank you.

**Ong Zi Hui**

Senior Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)

**Please note my direct line has changed.**



**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](http://msig.com.sg)



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

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

**From:** SL LAW PRS <[prs@slaw.com.sg](mailto:prs@slaw.com.sg)>  
**Sent:** Tuesday, 11 October 2022 3:28 PM  
**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>  
**Cc:** Xin Yun Auto <[xinyunauto1@gmail.com](mailto:xinyunauto1@gmail.com)>; aaron tan <[aarontkj.sk@gmail.com](mailto:aarontkj.sk@gmail.com)>  
**Subject:** URGENT: ACCIDENT INVOLVING SNA6191X & SGE7627L AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS || PD.192988/ML  
**Importance:** High

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

## WITHOUT PREJUDICE

Dear Sir/Madam,

### ACCIDENT INVOLVING SNA6191X & SGE7627L AT BOTANIC GARDEN VIEW ON 08 OCTOBER 2022 AT ABOUT 1410 HOURS

We are instructed to notify you of a road accident on **08 OCTOBER 2022** at about **1410** hours **AT BOTANIC GARDEN VIEW** involving our client' s vehicle registration number **SNA6191X** and vehicle registration number **SGE7627L** driven by your insured at the material time. A copy of the GIA is attached for your necessary reference.

As a result of the accident, our client' s vehicle has been damaged. Before our client proceed 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 timeline, our client shall proceed to repair the vehicle without further reference to you.

*Please let us have your list of independent surveyors for our client' s instructions.*

Please be informed that said vehicle can be inspected at:

Workshop: **Xin Yun Auto Private Limited**  
Address: Blk 8 Kaki Bukit Ave 4 #05-23 Premier @ Kaki Bukit Singapore 415875  
Contact Person: Yi Xin (HP: 9839 1555)

**\*Please be in touch with the contact person for further arrangement.**

*In the event you fail to conduct the pre-repair survey 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.*

Thank You.

Regards

Yuna

DID: 6909 9355 Fax: 6909 6246

Address: 133 New Bridge Road #13-01 Chinatown Point Singapore 059413



# SL LAW CHAMBERS

This e-mail is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, arrive late or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message which may arise as a result of Internet transmission.

---

#### 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.