

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 20 October 2022 2:14 PM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: GBL1606J ACCIDENT REPORT.pdf

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

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



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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Thursday, 20 October 2022 2:05 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: Thursday, 20 October 2022 1:27 PM

To: 2ND AUTO <accident.2ndauto@gmail.com>

Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL1606J & SLM260E (MSIG) ON 19 OCTOBER 2022

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

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

D: +65 6012 1318 | zihui_ong@sg.msiga.com

Please note my direct line has changed.



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From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Thursday, 20 October 2022 12:44 PM

To: Ong Zi Hui <zihui_ong@sg.msiga.com>

Subject: Re: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL1606J & SLM260E (MSIG) ON 19 OCTOBER 2022

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

Hi,

Please proceed with LKK MARCUS.

Thank you

Get [Outlook for Android](#)

From: Ong Zi Hui <zihui_ong@sg.msiga.com>

Sent: Thursday, October 20, 2022 11:28:46 AM

To: 2ND AUTO <accident.2ndauto@gmail.com>

Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL1606J & SLM260E (MSIG) ON 19 OCTOBER 2022

Hi Mr Ng,

We refer to your email dated 19/10/2022.

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

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

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

Please note my direct line has changed.





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From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Thursday, 20 October 2022 10:35 AM

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

Subject: Re: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL1606J & SLM260E (MSIG) ON 19 OCTOBER 2022 (Pend for TP's gia report to send SJE list)

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

Hi,

Attached is the report as requested. Please send us your list of surveyors for us to proceed.

Thank you

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

Sent: Thursday, October 20, 2022 10:27:52 AM

To: accident.2ndauto@gmail.com <accident.2ndauto@gmail.com>

Subject: FW: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL1606J & SLM260E (MSIG) ON 19 OCTOBER 2022 (Pend for TP's gia report to send SJE list)

Without Prejudice

Dear Mr Ng,

Our Insured has not reported the accident. PIC/liability: To be confirmed.

Appreciate you may provide your client's draft/full accident report ASAP for us to send SJE list to you.

Thank you

By submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers, policyholders, insured, and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose. If you do not agree to the above, kindly let us know immediately.

Best Regards

Winnie Chua

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

Direct line +65 6012 1315 | pingping_chua@sg.msig-asia.com

Please note my direct line has changed.



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

From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Wednesday, 19 October 2022 5:33 PM

To: Claims SG <claims@sg.msig-asia.com>

Subject: NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL 1606 J & SLM 260 E ON 19 OCTOBER 2022

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

Your Ref:

Our Ref: GBL 1606 J

19 October 2022

MSIG Insurance(Singapore) Pte Ltd
4 Shenton Way
#21-01
Singapore 068807

**PROPERTY CLAIM
(WITHOUT PREJUDICE
TO: Any Personal Injury
Claims)**

Attn: Claims Department

Via Email

Dear Sir/Mdm,

NOTICE OF ACCIDENT: ACCIDENT INVOLVING GBL 1606 J & SLM 260 E ON 19 OCTOBER 2022

We are instructed to notify you of a road traffic accident on **19 OCTOBER 2022** at about **1225H** at **JUNCTION OF ST PATRICK ROAD AND EXIT OF GRAND DUCHESS CONDO** involving our client's vehicle registration number **GBL 1606 J** and vehicle registration number **SLM 260 E** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice and your proposed list of 10 recommended motor surveyors for our appointment.

Kindly note that if we do not hear from you by **21 OCTOBER 2022 (Friday), 1300H**, we will be forwarding **our proposed list of 10 motor surveyors** for your appointment, in accordance with the new regulations.

Our client's damaged vehicle is at **15 Kaki Bukit Road 4 #01-05/53 Bartley Biz Centre Singapore 417808**

Please reply **via email**. Our email address is accident.2ndauto@gmail.com

Thank you and we hope to hear from you soonest.

Regards,

Mr Ng
98370300
2ND Auto Pte Ltd

accident.2ndauto@gmail.com

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