

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 21 October 2022 11:15 AM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SML 5249 A.pdf; T_20221020_7068_.pdf

Pre-Repair Inspection for SML 5294 A // Accident on 20/10/2022 @ 16:34HR at along Braddell Road before Lynwood Grove involving Vehicle Number SML 5294 A & SMA 6755 G (Grab)

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: Friday, 21 October 2022 11:04 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: USE IHS OR OUTSOURCE - PLEASE REVERT

Hi,

Please outsource. Tks.

WC

From: Ong Zi Hui

Sent: Friday, 21 October 2022 10:46 AM

To: Zoom Autowerks <zoomautowerks@gmail.com>

Subject: RE: Pre-Repair Inspection for SML 5294 A // Accident on 20/10/2022 @ 16:34HR at along Braddell Road before Lynwood Grove involving Vehicle Number SML 5294 A & SMA 6755 G (Grab)

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

Please note my direct line has changed.



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From: Zoom Autowerks <zoomautowerks@gmail.com>

Sent: Friday, 21 October 2022 10:27 AM

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

Subject: Re: Pre-Repair Inspection for SML 5294 A // Accident on 20/10/2022 @ 16:34HR at along Braddell Road before Lynwood Grove involving Vehicle Number SML 5294 A & SMA 6755 G (Grab)

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

Dear All,

Please arrange LKK.

On Fri, Oct 21, 2022, 10:01 Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Elin,

We refer to your email dated 21/10/2022.

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: Zoom Autowerks <zoomautowerks@gmail.com>

Sent: Friday, 21 October 2022 12:01 AM

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

Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] Pre-Repair Inspection for SML 5294 A // Accident on 20/10/2022 @ 16:34HR at along Braddell Road before Lynwood Grove involving Vehicle Number SML 5294 A & SMA 6755 G

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

Dear Sir/Madam,

We are instructed by Tan Yan Ting to notify you of a road traffic accident on 20/10/2022

at about 16:34HR along Braddell Road before Lynwood Grove involving our client's vehicle registration number SML 5294 A and vehicle registration number SMA 6755 G driven by your insured at the material time.

A copy of the Singapore Accident Statement/Traffic Police Report filed is enclosed. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds 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 time, our client shall proceed to repair the vehicle without further reference to you.

Please contact me @ 9450 7920, should you require more information.

Kindly arrange survey at Blk 15 Kaki Bukit Road 4, Bartley Biz Centre, #01-53 Singapore 417808.

Warmest Regards,

Elin Cai

Zoom Autowerks Pte Ltd

130 Bedok Reservoir Road

#08-1339 Singapore 470130

☎9450 7920

✉zoomautowerks@gmail.com

- Please note our change in mailing/registered address with effect from 1st July 2018

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