

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 27 October 2022 10:21 AM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: 26102022143400.pdf; 26102022163622.pdf

Pre-repair Inspection For (SNG 4058E) against Your Insured Vehicle no : (GBH8747K-MSIG) // DOA : 25/10/22

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 | msiq.com.sg



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From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Thursday, 27 October 2022 10:09 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>
Sent: Thursday, 27 October 2022 10:06 AM
To: Winnie Chua <pingping_chua@sg.msig-asia.com>

Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: USE IHS OR OUTSOURCE - PLEASE REVERT

Hi,

USE IHS OR OUTSOURCE - PLEASE REVERT

Best regards,

Crystal Lee
Admin Officer, Claims Services (In-House Survey)
D: +65 6012 1316 | crystal_lee@sg.msig-asia.com
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From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Thursday, 27 October 2022 9:08 AM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: FW: Pre-repair Inspection For (SNG 4058E) against Your Insured Vehicle no : (GBH8747K-MSIG) // DOA : 25/10/22

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: Ong Zi Hui
Sent: Thursday, 27 October 2022 9:06 AM
To: Precise Auto Service <Support@preciseauto.sg>
Subject: RE: FW: Pre-repair Inspection For (SNG 4058E) against Your Insured Vehicle no : (GBH8747K-MSIG) // DOA : 25/10/22

Hi Arine,

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.msig-asia.com

Please note my direct line has changed.



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From: Precise Auto Service <Support@preciseauto.sg>

Sent: Thursday, 27 October 2022 8:54 AM

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

Subject: Re: FW: Pre-repair Inspection For (SNG 4058E) against Your Insured Vehicle no : (GBH8747K-MSIG) // DOA : 25/10/22 (Pend for TP's gia report to send SJE list)

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

Dear Zi Hui,

We refer to your email dated 26/10/2022, please be informed that we would like to select **Mr. Marcus Chua** from **LKK Auto Consultants** to conduct PRI for our client's vehicle.

Thanks & Regards
Arine

On Wed, 26 Oct 2022 at 16:54, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Arine,

We refer to your email dated 26/10/2022.

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 (unavailable till 28/10/2022)
- 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.msigg-asia.com

Thank you.

Ong Zi Hui

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

D: +65 6012 1318 | zihui_onq@sg.msigg-asia.com

Please note my direct line has changed.



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From: Precise Auto Service Support@preciseauto.sg

Sent: Wednesday, 26 October 2022 4:39 PM

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

Subject: Re: FW: Pre-repair Inspection For (SNG 4058E) against Your Insured Vehicle no : (GBH8747K-MSIG) // DOA : 25/10/22 (Pend for TP's gia report to send SJE list)

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

Dear Winnie,

We are still pending our client forward us the full GIA report.

Hereto attached our client hand writing report for your attention.

Thanks & Regards

Arine

On Wed, 26 Oct 2022 at 15:05, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Without Prejudice

Dear Sir,

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.



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From: Precise Auto Service <Support@preciseauto.sg>

Sent: Wednesday, 26 October 2022 2:44 PM

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

Subject: Pre-repair Inspection For (SNG 4058E) against Your Insured Vehicle no : (GBH 8747K) // DOA : 25/10/22

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

Dear Sir,

We refer to the above-mentioned matter, herewith enclosed 2 days' notice for your attention.

Kindly arrange a date and time to do a PRI for our client's vehicle **(SNG 4058E)** in our workshop ASAP.

Thank You.

Best Regards

Arine

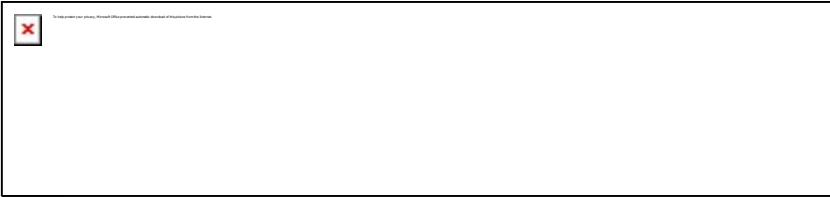
T : 6745 7367 | **F :** 6841 3390

E : support@preciseauto.sg

W: www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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