

Survey Request - Manual Assigned

Crystal Lee <crystal_lee@sg.msig-asia.com>

Tue 1/11/2022 9:49 AM

To: assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>

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

URGENT // PRS - Our Ref: SMZ3727B ; Your Ref: FBJ5301Y

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](https://www.msig.com.sg)



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

From: Ong Zi Hui

Sent: Tuesday, 1 November 2022 9:43 AM

To: James Ng <james.ng@advlawllc.com>

Cc: charlotte.choy@advlawllc.com

Subject: RE: URGENT // PRS - Our Ref: SMZ3727B ; Your Ref: FBJ5301Y

Hi James,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Kenneth Kong** 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

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From: James Ng <james.ng@advlawllc.com>

Sent: Tuesday, 1 November 2022 9:33 AM

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

Cc: charlotte.choy@advlawllc.com

Subject: RE: URGENT // PRS - Our Ref: SMZ3727B ; Your Ref: FBJ5301Y

Importance: High

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

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to your email dated 01 November 2022.

We select the following nominated motor surveyor as the SJE:

2) Kenneth Kong from LKK

Kindly assist in arranging the PRI with the following workshop at the soonest:

Win Automotive Services

60 Jalan Lam Huat

#04-53

Singapore 737869

Contact Person: Winson (97506777)

Thank you.

Kindest Regards,

James Ng

Junior Legal Secretary



Main Office (Conveyancing, Corporate & Litigation Practice):

430 Lorong 6 Toa Payoh #11-01 OrangeTee Building Singapore 319402

> **Branch Office (Accident Claim)** <

Blk 186 Toa Payoh Central #02-418 (Lift E) Singapore 310186

Tel: (65) 6970 2614 | Fax: (65) 6225 7738

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From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 1 November 2022 9:05 am
To: James Ng <james.ng@advlawllc.com>
Cc: max@advlawllc.com; charlotte.choy@advlawllc.com
Subject: RE: URGENT // PRS - Our Ref: SMZ3727B ; Your Ref: FBJ5301Y

Hi James,

We refer to your email dated 31/10/2022.

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: James Ng <james.ng@advlawllc.com>

Sent: Monday, 31 October 2022 4:52 PM

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

motorsurvey@sg.msig-asia.com; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Cc: max@advlawllc.com; 'Charlotte Choy' <charlotte.choy@advlawllc.com>

Subject: URGENT // PRS - Our Ref: SMZ3727B ; Your Ref: FBJ5301Y

Importance: High

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

Dear Sir / Madam,

RE: ACCIDENT INVOLVING SMZ3727B / FBJ5301Y ON 27/10/2022 ALONG YISHUN AVENUE 2 @ 19:05 HRS

We are instructed by Win Automotive Services / SUHARITI BINTE SUWARNO to notify you of a road traffic accident on **27/10/2022** at about **19:05 HRS** at **ALONG YISHUN AVENUE 2** involving our client's vehicle registration number **SMZ3727B** and vehicle registration number **FBJ5301Y** driven by your insured at the material time.

A copy of our client's Singapore accident statement is enclosed. Kindly let us have a copy of your Singapore accident statement report on an urgent basis.

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 or your insurer would like to conduct a PRS 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 note that our client's motor vehicle **SMZ3727B** is now at the following workshop:-

Win Automotive Services

60 Jalan Lam Huat
#04-53
Singapore 737869
Contact Person: Winson (97506777)

Please let us have your list of Surveyors on an urgent basis.

Thank you.

Kindest Regards,
James Ng
Junior Legal Secretary



Main Office (Conveyancing, Corporation & Litigation Practice):
430 Lorong 6 Toa Payoh #11-01 OrangeTee Building Singapore 319402
Tel: (65) 6323 5488 | Fax: (65) 6258 5521

> Branch Office (Accident Claim) <
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Tel: (65) 6970 2614 | Fax: (65) 6970 2646

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