

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Friday, 11 November 2022 10:48 AM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: SLS453J Reporting.pdf

[PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E \(GRAB\) VEHICLE IN.](#)

Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

MSIG unable to attend today.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

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.



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

From: Motor Survey
Sent: Thursday, 10 November 2022 5:48 PM
To: Ganesh <executive@johnlawchambers.com>
Cc: alexbeh.pc@gmail.com; Claims8488galaxy@gmail.com; larvemogan@johnlawchambers.com; larvemogan@johnlawchambers.com; larvemogan@johnlawchambers.com
Subject: RE: PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E (GRAB)

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to assign **MSIG In-House Surveyors** 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 & 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: Ganesh <executive@johnlawchambers.com>

Sent: Thursday, 10 November 2022 5:31 PM

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

Cc: alexbeh.pc@gmail.com; Claims8488galaxy@gmail.com; larvemogan@johnlawchambers.com; larvemogan@johnlawchambers.com; larvemogan@johnlawchambers.com

Subject: RE: PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E (GRAB)

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

WITHOUT PREJUDICE

Dear Sir/Madam,

We are agreeable to appointing **MSIG In-House Surveyors** as the SJE. Kindly proceed with the needful.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC

UEN/GST REG NO. 201938836C

133 NEW BRIDGE ROAD,

#17-09, CHINATOWN POINT

SINGAPORE 059413.

TEL: 65926983

DID: 88201591

FAX: 65926985

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

Sent: Thursday, 10 November 2022 5:24 pm

To: Ganesh <executive@johnlawchambers.com>

Cc: alexbeh.pc@gmail.com; Claims8488galaxy@gmail.com; larvemogan@johnlawchambers.com; larvemogan@johnlawchambers.com

Subject: RE: PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E (GRAB)

Dear Sir/Mdm,

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

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 (not available on 11/11/2022)**

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 & 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.



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From: Ganesh <executive@johnlawchambers.com>

Sent: Thursday, 10 November 2022 2:45 PM

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

Cc: alexbeh.pc@gmail.com; Claims8488galaxy@gmail.com; larvemogan@johnlawchambers.com;

larvemogan@johnlawchambers.com

Subject: RE: PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E (GRAB)

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

WITHOUT PREJUDICE

Dear Sir/Madam,

Attached the GIA draft.

Thank you.

With Regards,

GANESH.V

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

Sent: Thursday, 10 November 2022 2:43 pm

To: Ganesh <executive@johnlawchambers.com>

Cc: alexbeh.pc@gmail.com; Claims8488galaxy@gmail.com; larvemogan@johnlawchambers.com

Subject: RE: PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E (GRAB)

Dear Sir/Mdm,

Please provide us with your client GIA report so that we can register this claim.

Thank you & 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.



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Co. Reg. No. 200412212G | msig.com.sg



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From: Ganesh <executive@johnlawchambers.com>

Sent: Thursday, 10 November 2022 12:49 PM

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

Cc: alexbeh.pc@gmail.com; Claims8488galaxy@gmail.com; larvemogan@johnlawchambers.com

Subject: PRI - OUR VEH: SLS453J OUR REF: JLC.2022.4590.PD YR REF: TO BE ADVISED YR VEH: SLM913E

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

OUR REF: JLC.2022.4590.PD

OUR VEH: SLS453J

YR REF: TO BE ADVISED

YR VEH: SLM913E

DOA: 10.11.2022 @ 0810 HRS

LOC: TPE TOWARDS PIE (CHANGI AIRPORT)

10.11.2022

MSIG INSURANCE (SINGAPORE) PTE LTD

BY EMAIL ONLY

4 SHENTON WAY,
SGX CENTRE,
SINGAPORE 068807.

ACCIDENT INVOLVING MOTOR VEHICLES SLS453J AND SLM913E ALONG TPE TOWARDS PIE(CHANGI AIRPORT) ON 10.11.2022.

Dear Sir/Madam,

We act for the owner of vehicle no **SLS453J**.

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

**GALAXY AUTOCARE
13 KAKI BUKIT ROAD 4,
#01-23 / #03-30 BARTLEY BIZ CENTRE
SINGAPORE 417807
WILLIAM ANG – 90108488 // 91821088
ALEX - 9091 0000**

TAKE NOTICE that you are required to respond to us within **2 working days** (excluding Saturday, Sunday, and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as a waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

Please contact us at **6592 6983** or email us at executive@johnlawchambers.com / admin@johnlawchambers.com for future correspondences.

Thank you.

With Regards,

GANESH.V

**JOHN LAW CHAMBERS LLC
UEN/GST REG NO. 201938836C
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#17-09, CHINATOWN POINT
SINGAPORE 059413.**

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