

Survey Request - Manual Assigned

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

Mon 28/11/2022 9:16 AM

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

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

📎 1 attachments (270 KB)

SMQ8684E_23112022.pdf;

Accident involving Vehicle Honda Civic SMQ 8684 E & SKT 3790 Y (MSIG) on 23/11/2022 at 13:10pm

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Manual Assigned

Dear LKK,

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

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

From: Motor Survey

Sent: Friday, 25 November 2022 3:54 PM

To: Kai Motor <kaimotor@gmail.com>

Subject: RE: Accident involving Vehicle Honda Civic SMQ 8684 E & SKT 3790 Y (MSIG) on 23/11/2022 at 13:10pm

Dear Sir/Mdm,

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

From: Kai Motor <kaimotor@gmail.com>

Sent: Friday, 25 November 2022 3:31 PM

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

Subject: Re: Accident involving Vehicle Honda Civic SMQ 8684 E & SKT 3790 Y (MSIG) on 23/11/2022 at 13:10pm

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

Dear Crystal,

Thank you for your email and kindly take note that we selected LKK Auto Consultants Pte Ltd for pre-repair inspection.

With regards,

Kim

On Fri, 25 Nov 2022 at 15:27, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear Sir/Mdm,

We refer to your email dated 25/11/2022.

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 25/11/2022)**

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

From: Kai Motor <kaimotor@gmail.com>

Sent: Friday, 25 November 2022 2:55 PM

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

Subject: Accident involving Vehicle Honda Civic SMQ 8684 E & SKT 3790 Y on 23/11/2022 at 13:10pm

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

KAI MOTOR
TRADING
BLK 3007 UBI
ROAD 1
#01-440,
SINGAPORE
408701

TEL: 67474006
FAX: 67437591

E-mail :
kaimotor@gmail.com

REG NO:
44223100L

Date : 25/11/2022

Attn: The Motor Claims Department

Your Insured Vehicle - SKT 3790 Y

MSIG Insurance (S) Pte
Ltd
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807
Tel : 6827 7888
Fax : 6827
7809

Dear Sir / Madam

Accident involving Vehicle Honda Civic SMQ 8684 E & SKT 3790 Y on 23/11/2022 at 13:10pm

We are writing on behalf of **Mr. LOW KAI MUN** the registered owner of **SMQ 8684 E** which was involved on the above mentioned accident between SKT 3790 Y.

Investigation reveals that the motor vehicle number SKT 3790 Y was insured with you at the material time of the said accident.

As a result of the accident was caused solely and completely by the negligence of your insured vehicle number SKT 3790 Y Therefore, our client is holding you liable for the repair costs and other consequential loss which was sustained by him/her/them.

Kindly arrange your representative to survey our client's vehicle at KAI MOTOR TRADING Blk 3007, Ubi Road 1, #01-440, Singapore 408701 within two (2) days from the date hereof as to avoid further losses incur.

We enclosed hereby the GIA report of SMQ 8684 E for your kind attention.

Failing which, our client have no alternative but to proceed with the necessary repairs and the will be forward to you for reimbursement.

Yours faithfully,

--

Have a nice day with thanks.

祝您有美好的一天。

Ms Kim
Kai Motor Trading

Blk 3007 Ubi Rd 1 #01-440
Singapore 408701
Telephone: 6747 4006

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Have a nice day with thanks.

祝您有美好的一天。

Ms Kim
Kai Motor Trading

Blk 3007 Ubi Rd 1 #01-440
Singapore 408701
Telephone: 6747 4006