

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 29 November 2022 5:23 PM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: Full_accident_report_8751036_28-11-2022_134809.pdf

[SBH8888L/SFG1050R/SLP7151A \(MSIG\) DOA: 25.11.22](#)

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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From: Motor Survey
Sent: Tuesday, 29 November 2022 5:09 PM
To: 'Tropical Success' <tsac303@singnet.com.sg>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SBH8888L/SFG1050R/SLP7151A (MSIG)
DOA: 25.11.22

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

Please note my direct line has changed.



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From: Tropical Success <tsac303@singnet.com.sg>

Sent: Tuesday, 29 November 2022 5:01 PM

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

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SBH8888L/SFG1050R/SLP7151A (MSIG)
DOA: 25.11.22

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

Dear MSIG

Please assign to LKK Auto Consultants.

Regards

Calvin

Tropical Success Auto Care

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

Sent: Tuesday, November 29, 2022 4:58 PM

To: Tropical Success <tsac303@singnet.com.sg>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SBH8888L/SFG1050R/SLP7151A (MSIG)
DOA: 25.11.22

Dear Sir/Mdm,

We refer to your email dated 29/11/2022.

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**

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.



MSIG

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From: Tropical Success <tsac303@singnet.com.sg>

Sent: Tuesday, 29 November 2022 4:16 PM

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

Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SBH8888L/SFG1050R/SLP7151A DOA: 25.11.22

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

Dear MSIG

Please send us your list of panel surveyors for 3rd party survey of vehicle SBH8888L at our workshop.

Regards
Calvin
Tropical Success Auto Care
Blk 5032 Ang Mo Kio Ind Park 2
#01-303 S(569535)

From: kohjackson@gmail.com <kohjackson@gmail.com>
Sent: Tuesday, November 29, 2022 3:30 PM
To: Tropical Success <tsac303@singnet.com.sg>
Subject: SBH8888L - accident report has been successfully submitted - shift-technology.com

Hi William,

SBH8888L9003D is pwd

----- Forwarded message -----

From: <no-reply@shift-technology.com>
Date: Mon, Nov 28, 2022 at 1:48 PM
Subject: Your accident report has been successfully submitted
To: <kohjackson@gmail.com>

Dear Sir/Madam,

An accident report has been submitted on your behalf with reference number: SF0F22BS0002

The last 3 characters of vehicle number registered in this report is: 88L

Please find attached a copy of the accident report.

The password to open it is your vehicle plate number + the last 5 characters of NRIC/UEN of the recipient.

- For example, for vehicle plate number "SBA1234A" and NRIC "S0000001I", the password is "SBA1234A0001I".

- If same email address is used for both driver and owner, the password is the first-party vehicle plate number + last 5 characters of NRIC/UEN of the owner

Please contact your Authorised Reporting Center (ARC) for any update or modification of this accident report.

Sincerely yours
GIA Records Management Centre

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