

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 6 December 2022 10:49 AM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SLM6997Z ACCIDENT REPORT.pdf

NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R (MSIG) ON 25 NOVEMBER 2022

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.

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 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: Ong Zi Hui
Sent: Tuesday, 6 December 2022 10:44 AM
To: 2ND AUTO <accident.2ndauto@gmail.com>
Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R (MSIG) ON 25 NOVEMBER 2022

Hi Mr Ng,

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: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Tuesday, 6 December 2022 10:18 AM

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

Subject: Re: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R (MSIG) ON 25 NOVEMBER 2022

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

Hi,

Attached as requested.

Thank you,
Mr Ng
98370300
2ND Auto Pte Ltd

On Tue, 6 Dec 2022, 10:17 Ong Zi Hui, <zihui_ong@sg.msig-asia.com> wrote:

Hi Mr Ng,

We are still pending for your reply.

please revert back to us at the soonest.

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.





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

From: Ong Zi Hui

Sent: Monday, 5 December 2022 3:55 PM

To: 2ND AUTO <accident.2ndauto@gmail.com>

Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R (MSIG) ON 25 NOVEMBER 2022

Hi Mr Ng,

We refer to your email dated 05/12/2022.

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)

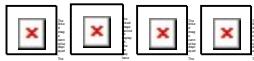
D: +65 6012 1318 | zihui_ong@sg.msig-asia.com

Please note my direct line has changed.



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



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

From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Monday, 5 December 2022 3:31 PM

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

Subject: Re: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R (MSIG) ON 25 NOVEMBER 2022

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

Hi,

Attached GIA report.

Thank you,
Mr Ng
98370300
2ND Auto Pte Ltd

On Mon, 5 Dec 2022, 15:22 Motor Survey, <motorsurvey@sg.msig-asia.com> wrote:

Hi Mr Ng,

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

Thank you.

Ong Zi Hui

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

D: +65 6012 1318 | zihui_ong@sg.msia.com

Please note my direct line has changed.

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From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Monday, 5 December 2022 2:09 PM

To: Claims SG <claims@sg.msia.com>

Subject: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R ON 25 NOVEMBER 2022

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

Your Ref:

Our Ref: SLM 6997 Z

05 December 2022

MSIG Insurance(Singapore) Pte Ltd
4 Shenton Way
#21-01
Singapore 068807

**PROPERTY CLAIM
(WITHOUT PREJUDICE
TO: Any Personal Injury
Claims)**

Attn: Claims Department

Via Email

Dear Sir/Mdm,

NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLM 6997 Z & FBP 9361 R ON 25 NOVEMBER 2022

We are instructed to notify you of a road traffic accident on **25 NOVEMBER 2022** at about **1450H** at **PIE(CHANGI) BEFORE EXIT 16A** involving our client's vehicle registration number **SLM 6997 Z** and vehicle registration number **FBP 9361 R** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice and your proposed list of 10 recommended motor surveyors for our appointment.

Kindly note that if we do not hear from you by **07 DECEMBER 2022 (Wednesday), 1300H**, we will be forwarding **our proposed list of 10 motor surveyors** for your appointment, in accordance with the new regulations.

Our client's damaged vehicle is at **15 Kaki Bukit Road 4 #01-05/53 Bartley Biz Centre Singapore 417808**

Please reply **via email**. Our email address is accident.2ndauto@gmail.com

Thank you and we hope to hear from you soonest.

Regards,

Mr Ng
98370300
2ND Auto Pte Ltd
accident.2ndauto@gmail.com

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