

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 6 December 2022 11:45 AM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: 9144 - Dec.pdf

Liability Status - Accident involving SMA9144A & SMF3017Y (MSIG) on 03/12/2022

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 11:32 AM
To: Danny Ong <danny.ong@mbmwheelpower.com.sg>
Cc: shirley.lee@mbmwheelpower.com.sg
Subject: RE: Liability Status - Accident involving SMA9144A & SMF3017Y (MSIG) on 03/12/2022

Hi Danny,

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.

I will get the officer in charge to revert back on liability once my colleagues registered the claim.

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: Danny Ong <danny.ong@mbmwheelpower.com.sg>

Sent: Tuesday, 6 December 2022 11:34 AM

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

Cc: shirley.lee@mbmwheelpower.com.sg

Subject: RE: Liability Status - Accident involving SMA9144A & SMF3017Y (MSIG) on 03/12/2022

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

Dear Zi Hui

We will like to select "LKK Auto" to conduct the survey.

Kindly advise on the liability status soonest. Thanks.

Best regards,

Danny Ong / Senior Claims Advisor



T 6262 8888 | F 6452 5333 | M 9328 8668

Email: danny.ong@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

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Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg

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

Sent: Tuesday, 6 December 2022 11:17 AM

To: danny.ong@mbmwheelpower.com.sg

Cc: shirley.lee@mbmwheelpower.com.sg

Subject: RE: Liability Status - Accident involving SMA9144A & SMF3017Y (MSIG) on 03/12/2022

Hi Danny,

We refer to your email dated 06/12/2022.

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.msiga.com

Thank you.

Ong Zi Hui

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

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

Please note my direct line has changed.



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

From: Danny Ong <danny.ong@mbmwheelpower.com.sg>
Sent: Tuesday, 6 December 2022 10:44 AM
To: Claims SG <claims@sg.msig-asia.com>
Cc: shirley.lee@mbmwheelpower.com.sg
Subject: Liability Status - Accident involving SMA9144A & SMF3017Y (MSIG) on 03/12/2022
Importance: High

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

Dear All

Appreciate if you can advise us on the liability status first for the below loss and arrange for a survey.

Please let us have the list of surveyor

Kindly refer to the attached GIA report & Estimate

Our Client's Vehicle Number:	SMA9144A
MSIG Vehicle Number:	SMF3017Y
Date/Time of Loss:	03/12/2022 1315 hrs

Please contact Danny 93288668 for the survey arrangement

Best regards,

Danny Ong / Senior Claims Advisor



T 6262 8888 | **F** 6452 5333 | **M** 9328 8668

Email: danny.ong@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

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