

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Monday, 12 December 2022 9:10 AM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: 3532_001.pdf

[Pre-Repair Inspection SML6902R & SMF2849U \(MSIG\)](#)

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

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

From: Ong Zi Hui
Sent: Monday, 12 December 2022 9:07 AM
To: Jennifer Pang <quanv3@yahoo.com.sg>
Subject: RE: Pre-Repair Inspection SML6902R & SMF2849U (MSIG)

Hi Jennifer,

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.



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



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

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

From: Jennifer Pang <quanv3@yahoo.com.sg>

Sent: Friday, 9 December 2022 4:46 PM

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

Subject: Re: Pre-Repair Inspection SML6902R & SMF2849U (MSIG)

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

Dear Ms. Ong Zi Hui,

Kindly arrange surveyor, Mr. Marcus Chua from LKK Auto Consultants Pte Ltd to survey our client's vehicle SML6902R.

Thank you.

Regards,
Quan De Motor Trading
Jennifer

On Friday, 9 December 2022 at 04:37:56 pm SGT, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Jennifer,

We refer to your email dated 09/12/2022.

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:

- *Fast lane settlement is not applicable for cases that liability is in dispute***
- 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.



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



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

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

From: Jennifer Pang <quanv3@yahoo.com.sg>

Sent: Friday, 9 December 2022 12:26 PM

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

Subject: Pre-Repair Inspection

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

Hi All,

Accident on 08/12/2022 involving vehicles SML6902R & SMF2849U along Irrawady Road

Kindly arrange pre-repair inspection for our client's vehicle SML6902R which claim against your insured vehicle SMF2849U.

Thank you.

Quan de Motor Trading

1 Kaki Bukit Avenue 6

#01-67 Autobay (417883)

Contact: Ms. Jennifer (HP: 96709191)

Regards,

Quan De Motor Trading

Jennifer

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.