

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 21 December 2022 3:14 PM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: Full_accident_report_8781340_16-12-2022_160506.pdf

ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SKT9655R / FBT6099Y (MSIG) DOA:09.12.22

Manual Assigned

Dear LKK,

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

We'll assign via Merimen once we receive the assignment from Motor Team.

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 <zihui_ong@sg.msig-asia.com>
Sent: Wednesday, 21 December 2022 2:59 PM
To: Crystal Lee <crystal_lee@sg.msig-asia.com>
Subject: FW: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SKT9655R / FBT6099Y (MSIG) DOA:09.12.22

Password is SKT9655R8699F

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: Ong Zi Hui

Sent: Wednesday, 21 December 2022 2:57 PM

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

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SKT9655R / FBT6099Y (MSIG)
DOA:09.12.22

Hi,

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.

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

Sent: Wednesday, 21 December 2022 2:52 PM

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

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SKT9655R / FBT6099Y (MSIG)
DOA:09.12.22

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

Dear MSIG

Please assign to LKK

Regards
Calvin
Tropical Tech

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Wednesday, December 21, 2022 1:45 PM
To: Tropical Success <tsac303@singnet.com.sg>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SKT9655R / FBT6099Y (MSIG)
DOA:09.12.22

Hi Calvin,

We refer to your email dated 21/12/2022.

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 (not available from 22/12/22 to 02/01/23)
- 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	
5) Gary Soon	

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_onq@sg.msig-asia.com
Please note my direct line has changed.



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From: Tropical Success <tsac303@singnet.com.sg>
Sent: Wednesday, 21 December 2022 10:46 AM
To: Claims SG <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] SKT9655R / FBT6099Y DOA:09.12.22

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 SKT9655R at our workshop. Your insured is FBT6099Y. Attached accident report.

Regards
Calvin
Tropical Success Auto Care
Blk 5032 AMK Ind Pk 2
#01-303 S(569535)
[Tel:64817773](tel:64817773)

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