

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Thursday, 22 December 2022 4:47 PM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: Full_accident_report_8789060_22-12-2022_112656 (1).pdf; NOA MSIG SLT2346S.pdf

ACCIDENT INVOLVING YOUR INSURED SKQ5974L (MSIG) & OUR CLIENT'S VEHICLE SLT2346S ON 21.12.2022

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: Thursday, 22 December 2022 4:29 PM

To: Tan Alan <atautoconsultant@gmail.com>

Subject: RE: ACCIDENT INVOLVING YOUR INSURED SKQ5974L (MSIG) & OUR CLIENT'S VEHICLE SLT2346S ON 21.12.2022

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

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From: Tan Alan <atautoconsultant@gmail.com>

Sent: Thursday, 22 December 2022 4:21 PM

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

Subject: Re: ACCIDENT INVOLVING YOUR INSURED SKQ5974L (MSIG) & OUR CLIENT'S VEHICLE SLT2346S ON 21.12.2022

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

Hi Zhi hui,

We shall agreeable to select LKK as the SJE for this case, thank you.

Rgds
Alan

On Thu, Dec 22, 2022 at 4:17 PM Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Alan,

We refer to your email dated 22/12/2022.

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 (not available on 23/12/22)**

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_ong@sg.msig-asia.com

Please note my direct line has changed.



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From: Tan Alan <atautoconsultant@gmail.com>

Sent: Thursday, 22 December 2022 4:05 PM

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

Subject: ACCIDENT INVOLVING YOUR INSURED SKQ5974L & OUR CLIENT'S VEHICLE SLT2346S ON 21.12.2022

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

Hi Sir,

Attached herewith is the Notification Of Accident for your reference.

Kindly let us have a list of your ten surveyors as your nominated SJE for our consideration within the stipulated timeline under the NIMA Protocol.

**** Vehicle will be arranged to Blk 1 Sin Ming Industrial Sector C #01-135****

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Rgds

Alan Tan

83868989

A T Auto Consultant

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