

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 3 January 2023 1:59 PM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: SA1922CV0001_31-12-2022_105240.pdf

Accident Involved SNB294S, SLE921Z (GRAB) & SHB6609A DOA 30.12.22

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



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From: Motor Survey

Sent: Tuesday, 3 January 2023 1:40 PM

To: 'Accord Auto(Claims)' <claims@mycarworkshop.com.sg>

Cc: gilbert.ng@mycarworkshop.com.sg

Subject: RE: Accident Involved SNB294S, SLE921Z (GRAB) & SHB6609A DOA 30.12.22

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Kenneth Kong** 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 & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal_lee@sg.msig-asia.com

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

From: Accord Auto(Claims) <claims@mycarworkshop.com.sg>

Sent: Tuesday, 3 January 2023 11:51 AM

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

Cc: gilbert.ng@mycarworkshop.com.sg

Subject: Re: Accident Involved SNB294S, SLE921Z (GRAB) & SHB6609A DOA 30.12.22

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

Dear Person-In-Charge,

We would like to appoint

2. Kenneth Kong

Thank you.

Kind regards,

Jacqueline

Accord Auto Services Pte Ltd

10 Ang Mo Kio Ind Park 2A

#03-11 Ang Mo Kio Auto Point

Singapore 568047

Mobile : (65) 9740 0999

Tel : (65) 6481 9517

Fax : (65) 6481 9516

This email is confidential and privileged. If you are not the intended recipient, you must not view, disseminate, use or copy this email. Kindly notify the sender immediately, and delete this email from your system. Thank you.

On Tue, 3 Jan 2023 at 09:47, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear Sir/Mdm,

We refer to your email dated 31/12/2022.

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 & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal_lee@sg.msig-asia.com

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From: Accord Auto(Claims) <claims@mycarworkshop.com.sg>

Sent: Saturday, 31 December 2022 12:15 PM

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

Cc: Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>

Subject: Accident Involved SNB294S, SLE921Z & SHB6609A DOA 30.12.22

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

Dear Officer In-Charge,

Your Insured: SLE921Z

Please assist arrange your surveyor to conduct PRS, Vehicle **IN** workshop.

Kindly provide us with a 10 surveyor name lists except M/S FormTeam Consultancy Pte Ltd.

Thank you.

Kind regards,

Jacqueline

Accord Auto Services Pte Ltd

10 Ang Mo Kio Ind Park 2A

#03-11 Ang Mo Kio Auto Point

Singapore 568047

Mobile : (65) 9740 0999

Tel : (65) 6481 9517

Fax : (65) 6481 9516

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