

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Monday, 9 January 2023 3:33 PM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: SLV 4517 S.pdf; SLV 4517 S - GIA Report.pdf

[PRS for our client's vehicle SLV 4517 S and your insured's vehicle SP 71 K \(MSIG\) on 10.12.2022](#)

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

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: Monday, 9 January 2023 3:29 PM

To: Claims Dept <claims_ltv@bifrostauto.com>

Cc: Assessment Dept <assessment_ltc@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltr@bifrostauto.com>

Subject: RE: PRS for our client's vehicle SLV 4517 S and your insured's vehicle SP 71 K (MSIG) on 10.12.2022

Hi Ms Lee,

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)

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

From: Claims Dept <claims_ltv@bifrostauto.com>

Sent: Monday, 9 January 2023 3:06 PM

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

Cc: Assessment Dept <assessment_ltc@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltr@bifrostauto.com>

Subject: Re: PRS for our client's vehicle SLV 4517 S and your insured's vehicle SP 71 K (MSIG) on 10.12.2022

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

Without Prejudice

Dear Ong,

Select LKK Auto Consultants Pte Ltd.

Ms Lee

Bifrost Auto Pte Ltd

Accident Claims Department

O: 62436687

On Mon, 9 Jan 2023 at 15:01, Ong Zi Hui <zihui_ong@sg.msig-asia.com> wrote:

Hi Ms Lee,

We refer to your email dated 09/01/2023.

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.

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: Claims Dept <claims_ltv@bifrotauto.com>

Sent: Monday, 9 January 2023 2:12 PM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: Assessment Dept <assessment_ltc@bifrotauto.com>; Ms Lim <claims_ltm@bifrotauto.com>; Claims Dept <claims_lts@bifrotauto.com>; Joseph Koh <claims@bifrotauto.com>; Claims Dept <claims_ltr@bifrotauto.com>

Subject: PRS for our client's vehicle SLV 4517 S and your insured's vehicle SP 71 K on 10.12.2022

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, LOU SWEE KING, to notify you of the aforesaid accident involving our client's vehicle SLV 4517 S and your insured's vehicle SP 71 K on 10/12/2022.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SP 71 K for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 160 Sin Ming Drive #03-09, Sin Ming Autocare, Singapore 575721

Contact Person: Ms Lee (Private Car)

Contact Email: claims_ltv@bifrotauto.com (Private Cars)

VEH IN (Date & Time) :

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek

your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

CONFIDENTIALITY NOTICE

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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.

Best Regards

Ms Lee

Bifrost Auto Pte Ltd

Accident Claims Department

O: 62436687