

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Thursday, 12 January 2023 5:00 PM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: WhatsApp Video 2023-01-12 at 11.24.39.mp4; Scan_20230112.pdf

OUR REF: JRS 1095 (MS) / YOUR VEH: SMR 977H (AIG) / SFX 5454T (MSIG) / FBL 7900U (EQ)

Car in

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: Thursday, 12 January 2023 4:25 PM

To: 'Sarah' <sarah@islandlaw.com.sg>

Subject: RE: OUR REF: JRS 1095 (MS) / YOUR VEH: SMR 977H (AIG) / SFX 5454T (MSIG) / FBL 7900U (EQ)

Dear Sir/Mdm,

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 & 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.



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From: Sarah <sarah@islandlaw.com.sg>

Sent: Thursday, 12 January 2023 4:21 PM

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

Subject: RE: OUR REF: JRS 1095 (MS) / YOUR VEH: SMR 977H (AIG) / SFX 5454T (MSIG) / FBL 7900U (EQ)

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

Dear Sir/Mdm,

Our client is agreeable to LKK as the mutually agreed SJE.

Best Regards,

Sarah Liu

Legal Secretary

ISLAND LAW PRACTICE LLC

101 Upper Cross Street

#04-04 People's Park Centre

Singapore 058357

Tel : (65) 6221 3211

Fax : (65) 6225 3210

Email : sarah@islandlaw.com.sg

Web : www.islandlaw.com.sg



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From: Motor Survey [<mailto:motorsurvey@sg.msig-asia.com>]

Sent: Thursday, 12 January 2023 2:48 pm

To: 'Island Law - Sarah'

Subject: RE: OUR REF: JRS 1095 (MS) / YOUR VEH: SMR 977H (AIG) / SFX 5454T (MSIG) / FBL 7900U (EQ)

Dear Sir/Mdm,

We refer to your email dated 12/01/2023.

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 & 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.





From: Sarah <sarah@islandlaw.com.sg>

Sent: Thursday, 12 January 2023 12:30 PM

To: claimsdocmanagement@aig.com; Claims SG <claims@sg.msig-asia.com>; motorclaims@eqinsurance.com.sg

Cc: 'MS Car Auto' <mscarautopl@gmail.com>

Subject: OUR REF: JRS 1095 (MS) / YOUR VEH: SMR 977H (AIG) / SFX 5454T (MSIG) / FBL 7900U (EQ)

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

Accident involving JRS 1095, FBL 7900U (EQ), SFX 5454T (MSIG) AND SMR 977H (AIG) on 10/01/2023 at 1745 hours along Adam Road

(NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIMA CASES)

We act for Budi Harafat Bin Osman, who has appointed the undermentioned workshop to repair his vehicle **JRS 1095**.

Please be informed that the said vehicle can be inspected at:

Name: MS Car Auto Pte Ltd

Address: 8 Kaki Bukit Avenue 4 #01-07 Singapore 415875

Contact Person: June / Desmond

Contact Number: 6385 1838

Please note that if you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Best Regards,

Sarah Liu

Legal Secretary

ISLAND LAW PRACTICE LLC

101 Upper Cross Street

#04-04 People's Park Centre

Singapore 058357

Tel : (65) 6221 3211

Fax : (65) 6225 3210

Email : sarah@islandlaw.com.sg

Web : www.islandlaw.com.sg



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