

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 17 January 2023 2:22 PM
To: admin-d; assignments
Cc: Ong Zi Hui
Subject: FW: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]
Attachments: GIA REPORT - SGX1283J (140123).pdf

REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

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 & 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: Motor Survey
Sent: Tuesday, 17 January 2023 2:18 PM
To: 'admin1@jssmautosolutions.com' <admin1@jssmautosolutions.com>
Cc: 'Lim Jonathan' <motorclaims@jssmautosolutions.com>; shien@jssmautosolutions.com
Subject: RE: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

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: admin1@jssmautosolutions.com <admin1@jssmautosolutions.com>

Sent: Tuesday, 17 January 2023 2:03 PM

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

Cc: 'Lim Jonathan' <motorclaims@jssmautosolutions.com>; shien@jssmautosolutions.com

Subject: RE: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

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

Hi, Please arrange LKK Auto Consultants Pte Ltd to survey our client's vehicle as it in our workshop premise. Thank you.

Motor Claims Department
JSSM AUTOSOLUTIONS PTE LTD [HQ]

8 KAKI BUKIT AVENUE 4 #03-27
PREMIER@KAKI BUKIT S(415875)

Mobile: (65) 8666 9659

Email: admin1@jssmautosolutions.com

WORKSHOP ADDRESS:

No. 8 Kaki Bukit Ave 4
Premier@Kaki Bukit #02-13
Singapore 415875

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

Sent: Tuesday, 17 January 2023 1:16 pm

To: admin1@jssmautosolutions.com

Cc: 'Lim Jonathan' <motorclaims@jssmautosolutions.com>; shien@jssmautosolutions.com

Subject: RE: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

Dear Sir/Mdm,

We refer to your email dated 17/01/2023.

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.



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From: admin1@jssmautosolutions.com <admin1@jssmautosolutions.com>

Sent: Tuesday, 17 January 2023 11:55 AM

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

Cc: 'Lim Jonathan' <motorclaims@jssmautosolutions.com>; shien@jssmautosolutions.com

Subject: RE: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

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

Dear Sir/Mdm,

I hereby attached our client's GIA report as per request. Please assist us with a list of surveyor to choose as my client or to be survey vehicle is in our below stated workshop address since accident date of 14.01.2023. Thank you and good day to you.

Motor Claims Department
JSSM AUTOSOLUTIONS PTE LTD [HQ]
8 KAKI BUKIT AVENUE 4 #03-27
[PREMIER@KAKI BUKIT S\(415875\)](mailto:PREMIER@KAKI BUKIT S(415875))
Mobile: (65) 8666 9659
Email: admin1@jssmautosolutions.com

WORKSHOP ADDRESS:

No. 8 Kaki Bukit Ave 4
Premier@Kaki Bukit #02-13
Singapore 415875

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

Sent: Monday, 16 January 2023 11:12 am

To: admin1@jssmautosolutions.com

Cc: 'Lim Jonathan' <motorclaims@jssmautosolutions.com>; shien@jssmautosolutions.com

Subject: RE: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

Dear Sir/Mdm,

Please provide us with your client GIA report so that we can register this claim.

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

From: admin1@jssmautosolutions.com <admin1@jssmautosolutions.com>

Sent: Monday, 16 January 2023 11:09 AM

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

Cc: 'Lim Jonathan' <motorclaims@jssmautosolutions.com>; shien@jssmautosolutions.com

Subject: REQUEST PRE-REPAIR INSPECTION OF SKK4824A (MSIG) & SGX1283J AT/ALONG KPE ENTRANCE BEFORE AIRPORT ROAD EXIT ON 14/01/2023 AT 12:50 (SGT) [OUR REF: 230114-TPC-JSSM08-SGX1283J]

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

Your Ref: **SKK4824A**

Our Ref: **230114-TPC-JSSM08-SGX1283J**

To whom it may concern,

We act for **SEOW KOK LIM** the owner **SGX1283J (TOYOTA HARRIER)** which was involved in the above captioned accident.

We are instructed by our client that the accident was caused by the negligence of the driver of motor vehicle no. **SKK4824A**.

Our search shows that you are insurers of the motor vehicle no. **SKK4824A**. We are putting effort in align with the insurers to direct settle save as to cost.

We are requested to inform you that our client's vehicle is available for pre-repair inspection at the following address:



M/s JSSM AUTOSOLUTIONS PTE LTD

8 Kaki Bukit Avenue 4

#02-13 Premier@Kaki Bukit

Singapore 415875

Please request your assessor to contact our **Mr. DERRICK ENG of JSSM AUTOSOLUTIONS PTE LTD at mobile no. 8666 9659 within forty-eight (48) hours** from the receipt of this Email to arrange for the inspection.

Motor Claims Department
JSSM AUTOSOLUTIONS PTE LTD [HQ]
8 KAKI BUKIT AVENUE 4 #03-27
PREMIER@KAKI BUKIT S(415875)
Mobile: (65) 8666 9659
Email: admin1@jssmautosolutions.com

WORKSHOP ADDRESS:

No. 8 Kaki Bukit Ave 4

Premier@Kaki Bukit #02-13
Singapore 415875

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