

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 7 February 2023 11:11 AM
To: admin-d; assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: GIA Report- SLS3511E.pdf; PRS- SLS3511E.pdf

(DS) PRS TO BE ARRANGE @ Z-ONE / ACCIDENT INVOLVING VEHICLES SLS3511E & SLX9560Y (MSIG) ALONG TPE ON 28/01/2023 AT 1710HRS

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: Ong Zi Hui
Sent: Tuesday, 7 February 2023 10:50 AM
To: Nur Syafirah <service@z-one.com.sg>
Cc: Syafirah <enquiry@z-one.com.sg>
Subject: RE: (DS) PRS TO BE ARRANGE @ Z-ONE / ACCIDENT INVOLVING VEHICLES SLS3511E & SLX9560Y (MSIG) ALONG TPE ON 28/01/2023 AT 1710HRS

Hi Syafiah,

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

Please note my direct line has changed.



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From: Nur Syafirah <service@z-one.com.sg>

Sent: Tuesday, 7 February 2023 10:42 AM

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

Cc: Syafirah <enquiry@z-one.com.sg>

Subject: Re: (DS) PRS TO BE ARRANGE @ Z-ONE / ACCIDENT INVOLVING VEHICLES SLS3511E & SLX9560Y (MSIG) ALONG TPE ON 28/01/2023 AT 1710HRS

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

Hi Zi Hui,

Please assist to appoint **LKK Auto Consultants** for the PRI.

Thank you.

Best Regards,

Nur Syafirah

Z-One Automotive Pte Ltd

1 Kaki Bukit Ave 6,

#01-85/87 Autobay @ Kaki Bukit

Singapore 417883

Tel: 66342112 Fax: 6634 2122

On 7/2/2023 10:36 am, Ong Zi Hui wrote:

Hi Syafirah,

We refer to your email dated 07/02/2023.

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) **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 08 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: Nur Syafirah <service@z-one.com.sg>

Sent: Tuesday, 7 February 2023 10:16 AM

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

Cc: Syafirah <enquiry@z-one.com.sg>

Subject: (DS) PRS TO BE ARRANGE @ Z-ONE / ACCIDENT INVOLVING VEHICLES SLS3511E & SLX9560Y
ALONG TPE ON 28/01/2023 AT 1710HRS

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

Dear Sir /Mdm,

Please find the attached PRS Request for your kind attention.

Do revert back to us at the soonest.

For any further clarifications, kindly contact Sya @ 66342112.

Thank you!

--

Best Regards,

Nur Syafirah

Z-One Automotive Pte Ltd

1 Kaki Bukit Ave 6,

#01-85/87 Autobay @ Kaki Bukit

Singapore 417883

Tel: 66342112 Fax: 6634 2122

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