

## Meng Yan (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Monday, 20 February 2023 10:56 AM  
**To:** assignments; admin-d  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** 8499 - FWD.pdf

**PRI ARRANGEMENT SMK8499E | ACC ON 17-02-2023 INV VEH NO. SMK8499E (OUR REF) & XD8542U (Samwoh))**

### 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](mailto: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](http://msig.com.sg)



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**From:** Ong Zi Hui

**Sent:** Monday, 20 February 2023 10:49 AM

**To:** JWG CLAIMS <[jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)>

**Subject:** RE: PRI ARRANGEMENT SMK8499E | ACC ON 17-02-2023 INV VEH NO. SMK8499E (OUR REF) & XD8542U (Samwoh))

Hi,

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](mailto:zihui_ong@sg.msig-asia.com)

**Please note my direct line has changed.**



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**From:** JWG CLAIMS <[jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)>

**Sent:** Monday, 20 February 2023 10:40 AM

**To:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** Re: PRI ARRANGEMENT SMK8499E | ACC ON 17-02-2023 INV VEH NO. SMK8499E (OUR REF) & XD8542U (Samwoh))

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

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*Without Prejudice,*

Dear Zi Hui,

We are agreeable to appoint LKK Auto to conduct the PRI

Thank you

*Warmest Regards,*

**JWG INTERNATIONAL PTE. LTD.**

10, Ang Mo Kio Ind Park 2A

#03-08 AMK AutoPoint

Singapore 568047

Tel: 6909 8882 | Fax: 6909 9592

E-mail: [jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)

On Monday, 20 February 2023 at 10:35:02 am SGT, Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)> wrote:

Hi,

We refer to your email dated 18/02/2023.

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) **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
2. Kenneth Kong
3. Marcus Chua

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](mailto: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](mailto:zihui_ong@sg.msig-asia.com)

**Please note my direct line has changed.**



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**From:** JWG CLAIMS <[jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)>

**Sent:** Monday, 20 February 2023 10:10 AM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Subject:** Re: PRI ARRANGEMENT SMK8499E | ACC ON 17-02-2023 INV VEH NO. SMK8499E (OUR REF) & XD8542U (Samwoh))

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

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***Without Prejudice,***

Dear Zi Hui,

Refer to attached GIA Report

Kindly assist to forward us the list of surveyors to choose from

Thank you

***Warmest Regards,***

**JWG INTERNATIONAL PTE. LTD.**

10, Ang Mo Kio Ind Park 2A  
#03-08 AMK AutoPoint  
Singapore 568047  
Tel: 6909 8882 | Fax: 6909 9592  
E-mail: [jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)

On Monday, 20 February 2023 at 08:48:10 am SGT, Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)> wrote:

Hi,

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

Thank you.

**Ong Zi Hui**

Senior Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1318 | [zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)

**Please note my direct line has changed.**





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**From:** JWG CLAIMS <[jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)>

**Sent:** Saturday, 18 February 2023 12:30 PM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Subject:** PRI ARRANGEMENT SMK8499E | ACC ON 17-02-2023 INV VEH NO. SMK8499E (OUR REF) & XD8542U (YOUR REF)

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

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*Without Prejudice,*

Dear Sir / Madam,

RE: ACCIDENT INVOLVING **SMK8499E** ALONG **ANG MO KIO AVE 5 @ 1720HRS.**

We refer to the above matter.

We are instructed to notify you of a road accident on **17-02-2023** at about **1720hours** along **ANG MO KIO AVE 5** involving our client's vehicle registration number **SMK8499E** and vehicle registration number **XD8542U** driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you. Kindly send us a list of survey firms to choose from.

Thank you.

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

10 Ang Mo Kio Ind Park 2A,  
#03-08 AMK Autopoint  
Singapore 568047

*Warmest Regards,*

**JWG INTERNATIONAL PTE. LTD.**

10, Ang Mo Kio Ind Park 2A  
#03-08 AMK AutoPoint  
Singapore 568047  
Tel: 6909 8882 | Fax: 6909 9592  
E-mail: [jwg.claims@yahoo.com](mailto:jwg.claims@yahoo.com)

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