

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 28 February 2023 4:58 PM
To: assignments; admin-d
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: 1793.pdf

Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBK1793G | SBG9300P (MSIG)

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 | msiq.com.sg



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From: Ong Zi Hui
Sent: Tuesday, 28 February 2023 4:48 PM
To: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Subject: RE: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBK1793G | SBG9300P (MSIG)

Hi June,

Thank you for your selection.

We will proceed to assign LKK Auto Consultants Pte Ltd – Kenneth Kong 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.msiga-asia.com

Please note my direct line has changed.



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From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Tuesday, 28 February 2023 4:30 PM

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

Subject: Re: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBK1793G | SBG9300P (MSIG)

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

Hi Zi Hui,

Our selection as below :-

1) Kenneth Kong

Pls assist to arrange.

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- chmotor@singnet.com.sg

From: Ong Zi Hui

Sent: Tuesday, February 28, 2023 4:01 PM

To: June Phua (Cheng Hoe Motor)

Subject: RE: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBK1793G | SBG9300P (MSIG)

Hi June,

We refer to your email dated 28/02/2023.

Officer in charge is Jowyn (jowyn_tay@sg.msig-asia.com) / 6012 1351.

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

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:

2) Xing Guo Qiang	6) Chow Bo Xiong
3) Kenneth Kong	7) TT Garajan
4) Marcus Chua	8) Victor Png
5) Ng You Han	
6) 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_onq@sg.msig-asia.com

Please note my direct line has changed.



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From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Tuesday, 28 February 2023 3:43 PM

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

Subject: Repair Survey (Single Joint Expert)/ ENQUIRY OF LIABILITY - GBK1793G

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

Dear Sir/Madam,

OUR CLIENT - GBK1793G
DOA - 23/2/23 @12PM
YR INSURED - SBG9300P

Attached our client report.

Under Protocol - SJE, pls provide list of surveyors for our selection.

ALSO, pls advise who is the claim handler.

Thank you.

Rgds,
June
Cheng Hoe Motor Pte Ltd
Tel :67556142
Fax : 67557719

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