

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Wednesday, 8 March 2023 11:52 AM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: Full_accident_report_8854472_26-01-2023_174641 (1).pdf

[3rd party claim SMD4741T/SLL2789P \(MSIG\) DOA: 21.01.2023](#)

CAR NOT 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    

A Member of **MS&AD** INSURANCE GROUP

From: Motor Survey

Sent: Wednesday, 8 March 2023 11:42 AM

To: Tropical Success <tsac303@singnet.com.sg>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SMD4741T/SLL2789P (MSIG) DOA: 21.01.2023

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.

Our insured has yet to make a report.

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal_lee@sq.msia-asia.com

Please note my direct line has changed.



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From: Tropical Success <tsac303@singnet.com.sg>

Sent: Wednesday, 8 March 2023 11:28 AM

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

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SMD4741T/SLL2789P (MSIG) DOA: 21.01.2023

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

Dear msig

Please assign to LKK. Can help me check has your insured reported?

Regards

Calvin

Tropical Tech.

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

Sent: Wednesday, March 8, 2023 11:27 AM

To: Tropical Success <tsac303@singnet.com.sg>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SMD4741T/SLL2789P (MSIG) DOA: 21.01.2023

Dear Sir/Mdm,

We refer to your email dated 08/03/2023.

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 & 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: Tropical Success <tsac303@singnet.com.sg>
Sent: Wednesday, 8 March 2023 11:13 AM
To: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SMD4741T/SLL2789p (MSIG) DOA: 21.01.2023

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

Dear msig

Sorry forgot to attached the password: SMD4741T3091C

Regards
Calvin
Tropical Tech

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Wednesday, March 8, 2023 11:11 AM
To: Tropical Success <tsac303@singnet.com.sg>
Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SMD4741T/SLL2789p (MSIG) DOA: 21.01.2023

Dear Calvin,

Please provide password, in order to unlock accident report.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Moving forward, please email your survey request to 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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 *Join our mission in protecting our planet, please consider the environment before you print.*

From: Tropical Success <tsac303@singnet.com.sg>

Sent: Wednesday, March 8, 2023 10:54 AM

To: Claims SG <claims@sg.msig-asia.com>

Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] 3rd party claim SMD4741T/SLL2789p DOA: 21.01.2023

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

Dear msig

Please us your list of panel surveyors for 3rd party survey. Your insured is SLL2789P.

Regards

Calvin

Tropical Tech Automobile Services

Blk 5032 Ang Mo Kio Ind Pk 2

#01-303 S(569535)

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