

Meng Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msigg-sia.com>
Sent: Friday, 17 March 2023 9:27 AM
To: assignments; admin-d
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: PR.pdf, PR.pdf

[ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G \(MSIG\) ON 13/03/2023](#)

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.msigg-sia.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 |

msigg.com.sg



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

From: Motor Survey

Sent: Friday, 17 March 2023 8:22 AM

To: 'Claims ARCO' <claims@arcolaw.sg>

Subject: RE: PRI: ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G (MSIG) ON 13/03/2023

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.

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6012 1316 | crystal_lee@sg.msig-asia.com

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

From: Claims ARCO <claims@arcolaw.sg>

Sent: Thursday, 16 March 2023 5:58 PM

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

Cc: Claims ARCO <claims@arcolaw.sg>

Subject: Re: PRI: ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G (MSIG) ON 13/03/2023

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

Dear Sir/Madam,

We refer to your below email.

We would like to appoint **LKK** as our mutual surveyor SJE.

Kindly liaise with the repairer for the survey.

The workshop details are as follows:

CREATION MOTORS

5 SOON LEE ST

#01-38 PIONEER POINT

S(627607)

Contact Person: Daryl 9835 6259

Thank You.

Best Regards,

Admin

ARCO LAW LLC

6 Jiak Chuan Road

#04-01 Singapore 089262



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

Sent: Thursday, March 16, 2023 4:50 PM

To: Claims ARCO <claims@arcolaw.sg>

Subject: RE: PRI: ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G (MSIG) ON 13/03/2023

Dear Sir/Mdm,

We refer to your email dated 16/03/2023.

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

From: Claims ARCO <claims@arcolaw.sg>

Sent: Thursday, 16 March 2023 4:35 PM

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

Cc: Claims ARCO <claims@arcolaw.sg>

Subject: Re: PRI: ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G (MSIG) ON 13/03/2023

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

Dear Crystal,

Please find the attached Police Report.

Thank You.

Best Regards,

Admin

ARCO LAW LLC

6 Jiak Chuan Road

#04-01 Singapore 089262

Website : www.arcolaw.sg



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

Sent: Thursday, March 16, 2023 4:16 PM

To: Claims ARCO <claims@arcolaw.sg>

Subject: RE: PRI: ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G (MSIG) ON 13/03/2023

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.



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From: Claims ARCO <claims@arcolaw.sg>

Sent: Thursday, 16 March 2023 4:14 PM

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

Cc: Claims ARCO <claims@arcolaw.sg>

Subject: PRI: ACCIDENT INVOLVING MOTOR VEHICLE NO: JTD 3114 and vehicle registration number FBJ 8932G ON 13/03/2023

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

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above captioned matter.

We are instructed to notify you of a road accident on **13/03/2023** at about **18:00** hours **ALONG PIONEER ROAD NORTH** involving our client's vehicle registration number **JTD3114** and vehicle registration number **FBJ8932G** 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.

The workshop details are as follows:

CREATION MOTORS

5 SOON LEE ST
#01-38 PIONEER POINT
S(627607)

Contact Person: Daryl 9835 6259

***Please be in touch with the contact person for further arrangement.**

In the event you fail to conduct the pre-repair survey within the next 2 working days, excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.

Thank You.

Best Regards,

Admin

ARCO LAW LLC

6 Jiak Chuan Road



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