

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 4 April 2023 4:35 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: PC2674L-01APR2023.pdf; PRS SIGNED.pdf

(PRS) - OUR REF CM650 PC2674L THIRD P VEHICLE YN1919Z DOA 01/04/2023

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 & 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: Crystal Lee
Sent: Tuesday, 4 April 2023 4:33 PM
To: AutoInsure <claims@autoinsure.com.sg>; rdina.Nadhras@autoinsure.com.sg
Cc: Motor Survey <motorsurvey@sg.msig-asia.com>
Subject: RE: (PRS) - OUR REF CM650 PC2674L THIRD P VEHICLE YN1919Z DOA 01/04/2023

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.msiga-asia.com

Please note my direct line has changed.



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From: AutoInsure <claims@autoinsure.com.sg>

Sent: Tuesday, 4 April 2023 4:23 PM

To: Crystal Lee <crystal_lee@sg.msiga-asia.com>; rdina.Nadhrach@autoinsure.com.sg; AutoInsure <claims@autoinsure.com.sg>

Subject: RE: (PRS) - OUR REF CM650 PC2674L THIRD P VEHICLE YN1919Z DOA 01/04/2023

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

WITHOUT PREJUDICE

Dear Crystal,

We choose LKK Auto Consultants Pte Ltd to conduct the pre-repair inspection.

Thank You.

Regards,

Mae

did: (65) 3157 2624 / 3157 2628

mobile: (65) 9743 6363

e: claims@autoinsure.com.sg

Century Motors (S) Pte Ltd
6 Marsiling Lane
S739145

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, April 4, 2023 4:14 PM
To: rdina.Nadhrach@autoinsure.com.sg; AutoInsure <claims@autoinsure.com.sg>
Subject: FW: (PRS) - OUR REF CM650 PC2674L THIRD P VEHICLE YN1919Z DOA 01/04/2023
Importance: High

Dear Sir/Mdm,

We are still pending for your reply.

Please revert back us at the soonest.

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

From: Motor Survey
Sent: Monday, 3 April 2023 4:59 PM
To: Irdina Nadhrach <Irdina.Nadhrach@autoinsure.com.sg>
Cc: AutoInsure <claims@autoinsure.com.sg>
Subject: RE: (PRS) - OUR REF CM650 PC2674L THIRD P VEHICLE YN1919Z DOA 01/04/2023

Dear Sir/Mdm,

We refer to your email dated 03/04/2023.

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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Reg. No. 200412212G | msig.com.sg



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From: Irdina Nadhrah <Irdina.Nadhrah@autoinsure.com.sg>

Sent: Monday, 3 April 2023 4:50 PM

To: Claims SG <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: AutoInsure <claims@autoinsure.com.sg>

Subject: (PRS) - OUR REF CM650 PC2674L THIRD P VEHICLE YN1919Z DOA 01/04/2023

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

WITHOUT PREJUDICE

Dear All,

Attached for your attention.

Do revert with the SJE appointed for the above matter and conduct Pre-Repair Survey for the said vehicle at our premises.

Thank You.

Regards

Mae

did: (65) 3157 2624 / 3157 2628

mobile: (65) 9743 6363

e: claims@autoinsure.com.sg

Century Motors (S) Pte Ltd
6 Marsiling Lane
S739145

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