

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 17 April 2023 4:06 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: PC3215Y.InsEnquiry+Receipt.pdf

Urgent: Pre-Repair Inspection: Your Insured's Vehicle: SMK7512G (MSIG); Our Ref: EngSoon-PC3215Y; Accident Involving PC 3215 Y & SMK 7512 G on 10 April 2023

Request survey on 18/04/2023 between 9am to 11am, please contact Eng Soon Painting Services at 6760 6271

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



From: Motor Survey

Sent: Monday, 17 April 2023 4:02 PM

To: bonnie kwok <litigation@bonniekwok.com>

Cc: Teo Poh Lye <teopohlye@gmail.com>

Subject: RE: FW: Urgent: Pre-Repair Inspection: Your Insured's Vehicle: SMK7512G (MSIG); Our Ref: EngSoon-PC3215Y; Accident Involving PC 3215 Y & SMK 7512 G on 10 April 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

Please note my direct line has changed.



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msig.com.sg



From: bonnie kwok <litigation@bonniekwok.com>

Sent: Monday, 17 April 2023 3:48 PM

To: Crystal Lee <crystal_lee@sg.msig-asia.com>

Cc: Motor Survey <motorsurvey@sg.msig-asia.com>; Teo Poh Lye <teopohlye@gmail.com>

Subject: Re: FW: Urgent: Pre-Repair Inspection: Your Insured's Vehicle: SMK7512G (MSIG); Our Ref: EngSoon-PC3215Y; Accident Involving PC 3215 Y & SMK 7512 G on 10 April 2023

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

Dear Sirs,

Our client agrees to LKK Auto Consultants Pte Ltd as the Single Joint Expert (SJE).

Please let us have their report in due course.

Kindly request for the SJE to contact the repairers, M/s Eng Soon Painting Services at 6760 6271 to make the necessary arrangements.

Regards,

ST

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BONNIE KWOK LLC

Advocates & Solicitors

101A Upper Cross Street

#08-12 People's Park Centre

Singapore 058358

TEL: 6536 6026

FAX: 6536 2279

email : litigation@bonniekwok.com

UEN No.: 201203547Z

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On Mon, 17 Apr 2023 at 09:27, Crystal Lee <crystal_lee@sg.msig-asia.com> wrote:

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

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

From: Motor Survey

Sent: Friday, 14 April 2023 1:30 PM

To: 'bonnie kwok' <litigation@bonniekwok.com>

Subject: RE: Urgent: Pre-Repair Inspection: Your Insured's Vehicle: SMK7512G (MSIG); Our Ref: EngSoon-PC3215Y; Accident Involving PC 3215 Y & SMK 7512 G on 10 April 2023

Dear Sir/Mdm,

We refer to your email dated 14/04/2023.

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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From: bonnie kwok <litigation@bonniekwok.com>

Sent: Friday, 14 April 2023 11:57 AM

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

Subject: Urgent: Pre-Repair Inspection: Your Insured's Vehicle: SMK7512G; Our Ref: EngSoon-PC3215Y; Accident Involving PC 3215 Y & SMK 7512 G on 10 April 2023

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

Dear Sirs,

We refer to the above matter.

We hereby give you 2 days' notice to conduct a pre-repair inspection of vehicle no. PC 3215 Y at M/s Eng Soon Painting Services, Block 4 Yew Tee Industrial Estate 393-J Woodlands Road Singapore 677978.

Regards,
ST

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BONNIE KWOK LLC

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