

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 18 April 2023 9:39 am
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SHC 3879 B 17.04.2023 - LTA Search.pdf; SHC 3879 B 17.04.2023 - GIA Rpt.pdf

Importance: High

PRS for our client's vehicle SHC 3879 B and your insured's vehicle SDS 2181 A (MSIG) on 17.04.2023

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: Motor Survey

Sent: Tuesday, 18 April 2023 9:38 AM

To: 'Assessment Dept' <assessment_ltc@bifrostauto.com>

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: RE: FW: PRS for our client's vehicle SHC 3879 B and your insured's vehicle SDS 2181 A (MSIG) on 17.04.2023

Dear Mr Yee,

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)

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

From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Tuesday, 18 April 2023 9:29 AM

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

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: Re: FW: PRS for our client's vehicle SHC 3879 B and your insured's vehicle SDS 2181 A (MSIG) on 17.04.2023

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

Without Prejudice

Dear Crystal

Please find attached GIA report for your perusal.

Our client selects **1) LKK Auto Consultants Pte Ltd.**

Taxi at workshop on 17.04.2023

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Tue, 18 Apr 2023 at 08:56, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear Sir/Mdm,

We refer to your email dated 17/04/2023.

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) AutoProbe Consultants

6) **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 10 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	9) Tay Beng Hee
5. Gary Soon	10) Samuel Phun

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 Dept <claims_ltr@bifrostauto.com>

Sent: Monday, 17 April 2023 3:56 PM

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

Cc: Assessment Dept <assessment_ltc@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: Re: FW: PRS for our client's vehicle SHC 3879 B and your insured's vehicle SDS 2181 A (MSIG) on 17.04.2023

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

Without Prejudice

Dear Crystal

As we mentioned, we will provide the GIA report once avail. Please take note of the PRS delay is not by us.

We are only trying to reduce the delay as eventually, we will follow up with the GIA report.

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Mon, 17 Apr 2023 at 15:30, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

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

From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Monday, 17 April 2023 3:19 PM

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

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: PRS for our client's vehicle SHC 3879 B and your insured's vehicle SDS 2181 A on 17.04.2023

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Ng Poh Chuan, to notify you of the aforesaid accident involving our client's vehicle SHC 3879 B and your insured's vehicle SDS 2181 A on 17.04.2023.

Please find enclosed our client's LTA Search. We will follow with GIA Report once avail.

This serves as a **NOTICE** that we are claiming against SDS 2181 A for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee / Mr Yee

Contact Email: claims_ltv@bifrostauto.com / claims_ltm@bifrostauto.com / assessment_ltc@bifrostauto.com

VEH IN (Date & Time) : **17.04.2023**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential.

The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687