Meng Yan (LKK Auto)

Crystal Lee <crystal lee@sq.msiq-asia.com> From:

Friday, 28 April 2023 3:58 pm Sent:

To: assignments; admin-d

Survey Request - Manual Assigned Subject: **Attachments:** SLZ633U ACCIDENT REPORT.pdf

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,

Crvstal Lee

Admin Officer, Claims Services (In-House Survey) D: +65 6012 1316 | crystal lee@sq.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: Friday, 28 April 2023 3:57 PM

To: '2ND AUTO' <accident.2ndauto@gmail.com>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] Re: FW: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z (MSIG)

ON 27 APRIL 2023

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to assign LKK Auto Consultants Pte Ltd – Marcus 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@sq.msiq-asia.com Please note my direct line has changed.



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From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Friday, 28 April 2023 3:51 PM

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

Subject: Re: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] Re: FW: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z (MSIG)

ON 27 APRIL 2023

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

Hi,

Lets proceed with LKK Marcus.

Thank you, Mr Ng 98370300 2ND Auto Pte Ltd

On Fri, 28 Apr 2023, 15:00 Motor Survey, <<u>motorsurvey@sg.msig-asia.com</u>> wrote:

Dear Sir/Mdm,

We refer to your email dated 28/04/2023.

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

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

^{*}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*

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,

Crvstal 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: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Friday, 28 April 2023 2:37 PM

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

Subject: Re: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] Re: FW: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z (MSIG) ON 27 APRIL 2023

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

Hi,

Apologies here is the file with no password.

On Fri, 28 Apr 2023, 14:28 Motor Survey, <motorsurvey@sg.msig-asia.com> wrote:

Dear Mr Ng,

Please provide document password, in order to read accident report.

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey) D: +65 6012 1316 | crystal lee@sq.msiq-asia.com Please note my direct line has changed.

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From: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Friday, 28 April 2023 11:41 AM

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

Subject: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] Re: FW: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z (MSIG)

ON 27 APRIL 2023

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

Hi,

Attached as requested.

Thank you, Mr Ng 98370300 2ND Auto Pte Ltd

On Fri, 28 Apr 2023, 11:30 Crystal Lee, <crystal lee@sg.msig-asia.com> wrote:

Dear Mr Ng,

No attachment enclosed, kindly resend.

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: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Friday, 28 April 2023 11:29 AM

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

Subject: Re: FW: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z (MSIG) ON 27 APRIL 2023

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

Hi,

Attached accident report.

Thank you, Mr Ng

SLZ633U ACCIDENT REPORT

On Fri, 28 Apr 2023, 10:34 2ND AUTO, <accident.2ndauto@gmail.com> wrote:

Hi,

Still waiting for my client to receive the accident report. Will email over as soon as they received it.

Thank you, Mr Ng 98370300 2ND Auto Pte Ltd

On Fri, 28 Apr 2023, 10:32 Crystal Lee, <crystal lee@sg.msig-asia.com> wrote:

Dear Sir/Mdm,

We are still pending for your reply.

Please provide us with your client GIA report so that we can register this claim.

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@sq.msiq-asia.com Please note my direct line has changed.

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From: Motor Survey

Sent: Thursday, 27 April 2023 5:33 PM To: accident.2ndauto@gmail.com

Subject: RE: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z (MSIG) ON 27 APRIL 2023

Dear Mr Ng,

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.

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: 2ND AUTO <accident.2ndauto@gmail.com>

Sent: Thursday, April 27, 2023 3:30 PM To: Claims SG <claims@sg.msig-asia.com>

Subject: NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z ON 27 APRIL 2023

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

Your Ref:

Our Ref: SLZ 633 U

27 April 2023

MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way #21-01 Singapore 068807

PROPERTY CLAIM (WITHOUT PREJUDICE TO: Any Personal Injury Claims)

Attn: Claims Department Via Email

Dear Sir/Mdm,

NOTICE OF ACCIDENT: ACCIDENT INVOLVING SLZ 633 U & FBT 7812 Z ON 27 APRIL 2023

We are instructed to notify you of a road traffic accident on **27 APRIL 2023** at about **0910H** at **PIE(TUAS) NEAR LAMPPOST 623** involving our client's vehicle registration number **SLZ 633 U** and vehicle registration number **FBT 7812 Z** by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice and your proposed list of 10 recommended motor surveyors for our appointment.

Kindly note that if we do not hear from you by **28 APRIL 2023 (FRIDAY), 1300H,** we will be forwarding **our proposed list of 10 motor surveyors** <u>for your appointment,</u> in accordance to the new regulations.

Our client's damaged vehicle is at 15 Kaki Bukit Road 4 #01-05/53 Bartley Biz Centre Singapore 417808

Please reply via email. Our email address is accident.2ndauto@gmail.com

Thank you and we hope to hear from you soonest.

Thank you,

Mr Ng
98370300
2ND Auto Pte Ltd
13 Kaki Bukit Road 4 #01-05 S417807 / 15 Kaki Bukit Road 4 #01-53 S417808
accident.2ndauto@gmail.com

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