

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 28 June 2023 3:43 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: CLIENT TP.pdf

PRI - SLS 5247 E and SJW9111P (MSIG)

Car in – survey on 30/06/2023 morning

Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once my colleagues registered the claim.

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



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

From: Motor Survey

Sent: Wednesday, 28 June 2023 3:13 PM

To: jiamin.mak@alp.com.sg

Cc: 'Jerdine Wang' <jerdine.wang@alp.com.sg>; 'Mok Kai Jing' <kaijing@alp.com.sg>; allister@alp.com.sg; vincent.er@alp.com.sg; 'QMO ENGINEERING' <Inquiry.qmo@hotmail.com>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRI - SLS 5247 E and SJW9111P (MSIG)

Dear Sir/Mdm,

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE).

We will proceed to appoint our own panel of external surveyor and they will contact your workshop directly.

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.msig-asia.com

Please note my direct line has changed.



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

From: jiamin.mak@alp.com.sg <jiamin.mak@alp.com.sg>

Sent: Wednesday, 28 June 2023 3:05 PM

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

Cc: 'Jerdine Wang' <jerline.wang@alp.com.sg>; 'Mok Kai Jing' <kaijing@alp.com.sg>; allister@alp.com.sg; vincent.er@alp.com.sg; 'QMO ENGINEERING' <Inquiry.gmo@hotmail.com>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRI - SLS 5247 E and SJW9111P (MSIG)

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

Dear Sir,

We refer to your email dated 28 June 2023..

We have our client's instructions to reject your proposal on your Single Joint Expert.

We propose to use the motor surveyor(s) named in the list below to conduct the joint pre-repair survey as a Single Joint Expert:

Gilbert Leow	Impact Analysis Consultant
Andy Ho	Impact Analysis Consultant
Shandy Loh	Impact Analysis Consultant
Michael Yap	Mccoyp Pte Ltd
Seth Yeh	Delta-V Consultant
James Ong	Delta-V Consultant
Nick Ng	Delta-V Consultant
Loo Yee Khang	Cozon Engineers
Alex Teo	Cozon Engineers
Denise Yap	Pal's Appraiser Pte Ltd

Kindly let us hear from you within 2 working days as per the new NIMA protocol failing which we will proceed with the necessary.

Thank you.

Best Regards

Jiamin

For and on behalf of
ALLISTER LIM

ALP LAW CORPORATION
ADVOCATES & SOLICITORS

1 Coleman Street
#05-01 The Adelphi
Singapore 179803
DID: 6422 2187
Telephone : 6438 3303
Facsimile : 6438 1211
UEN & GST Registration Number 202010891H

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

Sent: Wednesday, June 28, 2023 3:04 PM

To: jjamin.mak@alp.com.sg

Cc: 'Jerdine Wang' <jerline.wang@alp.com.sg>; 'Mok Kai Jing' <kaijing@alp.com.sg>; allister@alp.com.sg; vincent.er@alp.com.sg; 'QMO ENGINEERING' <Inquiry.qmo@hotmail.com>

Subject: RE: [WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] RE: PRI - SLS 5247 E and SJW9111P (MSIG)

Dear Sir/Mdm,

We refer to your email dated 28/06/2023.

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 (not available on 30 Jun 2023)**

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.





From: jiamin.mak@alp.com.sg <jiamin.mak@alp.com.sg>

Sent: Wednesday, 28 June 2023 2:39 PM

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

Cc: 'Jerdine Wang' <jerline.wang@alp.com.sg>; 'Mok Kai Jing' <kaijing@alp.com.sg>; allister@alp.com.sg; vincent.er@alp.com.sg; 'QMO ENGINEERING' <Inquiry.gmo@hotmail.com>

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

Dear Sir,

We refer to your email of even date.

Please find attached of our client's TP report. We will forward a copy of our client's accident report once ready.

Thank you.

Best Regards

Jiamin

For and on behalf of
ALLISTER LIM

ALP LAW CORPORATION
ADVOCATES & SOLICITORS

1 Coleman Street
#05-01 The Adelphi

Singapore 179803
DID: 6422 2187
Telephone : 6438 3303
Facsimile : 6438 1211
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From: Motor Survey <motorsurvey@sg.msig-asia.com>

Sent: Wednesday, June 28, 2023 2:36 PM

To: jiamin.mak@alp.com.sg

Cc: 'Jerdine Wang' <jerline.wang@alp.com.sg>; 'Mok Kai Jing' <kaijing@alp.com.sg>; allister@alp.com.sg; vincent.er@alp.com.sg; 'QMO ENGINEERING' <Inquiry.gmo@hotmail.com>

Subject: RE: PRI - SLS 5247 E and SJW9111P (MSIG)

Dear Sir/Mdm,

Please provide us with your client's SAS report or draft copy so that we can register this claim.

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.*

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Subject: PRI - SLS 5247 E

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

Your Ref: SJW 9111 P

Our Ref: AL.INS.2023.SLS5247E

28 June 2023

MSIG Insurance(Singapore) Pte Ltd

4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

BY EMAIL ONLY

Dear Sirs,

ACCIDENT INVOLVING SLS 5247 E & SJW 9111 P ALONG RIVERVALE DRIVE ON 27 JUNE 2023 AT ABOUT 1700 HOURS

We act for the owner of vehicle no. SLS 5247 E.

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

QMO ENGINEERING

10 Kaki Bukit Road 2
#03-18 First East Centre
Singapore 417868

Person In-Charge: Audrey Tan / Ken Gan

Mobile Number: 9616 7731 / 8799 1193

TAKE NOTICE that you are required to respond to us within 2 working days (excluding Saturday, Sunday and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

Please contact our staff, Jerdine / Jiamin at 6422 2187 or email us at herdine.wang@alp.com.sg / jiamin.mak@alp.com.sg for future correspondences.

Best Regards

Jiamin

For and on behalf of
ALLISTER LIM

ALP LAW CORPORATION
ADVOCATES & SOLICITORS

1 Coleman Street
#05-01 The Adelphi
Singapore 179803
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