

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Wednesday, 28 June 2023 3:48 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SNK1455R GIA.pdf

PRI - SNK1455R CLAIMING AGAINST SGQ8687T (MSIG Insurance), DOA: 28/06/2023

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 |

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From: Motor Survey
Sent: Wednesday, 28 June 2023 3:47 PM
To: 'Mohamed Nashik' <mohamed.nashik@ow.sg>
Cc: Joseph Low <joseph@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: RE: PRI - SNK1455R CLAIMING AGAINST SGQ8687T (MSIG Insurance), DOA: 28/06/2023

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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From: Mohamed Nashik <mohamed.nashik@ow.sg>
Sent: Wednesday, 28 June 2023 3:22 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>

Cc: Joseph Low <joseph@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: RE: PRI - SNK1455R CLAIMING AGAINST SGQ8687T (MSIG Insurance), DOA: 28/06/2023

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

Dear Crystal Lee,

We appointed LKK Auto Consultants Pte Ltd.
Kindly advise who is the officer in charge for this case.

Thank you.

Best Regards,

Mohamed Nashik (Mr.)
Motor Claims Officer
D: (+65) 6481 1522 | F: (+65) 6481 1011

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625
Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733
Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047
Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339
Tel: (+65) 6472 1313
Tel: (+65) 6481 1522
Tel: (+65) 6452 6868

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From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Wednesday, June 28, 2023 3:09 PM
To: Foo Song Jun <songjun.foo@ow.sg>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>
Subject: RE: PRI - SNK1455R CLAIMING AGAINST SGQ8687T (MSIG Insurance), DOA: 28/06/2023

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.



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From: Foo Song Jun <songjun.foo@ow.sg>
Sent: Wednesday, 28 June 2023 2:52 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>
Subject: PRI - SNK1455R CLAIMING AGAINST SGQ8687T (MSIG Insurance), DOA: 28/06/2023

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

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you

Foo Song Jun (Mr.)

Motor Claims Officer

Office : (+65) 6481 1522

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