

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 3 July 2023 5:25 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SF0F236Q0007_26-06-2023_161603.pdf

REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBH 1860L [Our Ref. TCL.BL.ro.50272.23.ess]

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: Monday, 3 July 2023 5:24 PM
To: 'Ruby Ong' <ruby@htapartners.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBH 1860L [Our Ref. TCL.BL.ro.50272.23.ess]

Dear Ruby,

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.msiga.com
Please note my direct line has changed.



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From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Monday, 3 July 2023 5:07 PM
To: Motor Survey <motorsurvey@sg.msiga.com>

Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBH 1860L [Our Ref. TCL.BL.ro.50272.23.ess]

Importance: High

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

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Crystal

We refer to your email of even date.

Our client is agreeable to appoint **LKK Auto Consultants - Mr Marcus Chua** from your list to conduct the joint pre-repair survey as a single joint expert for our client's vehicle no. **GBH 1860L**.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **EURO SUCCESS SERVICES PTE LTD**
1 Kaki Bukit Avenue 6
#02-03 Autobay
Singapore 417883

Contact Person : Ah Huat (Tel. 9828 9277 / 6742 6231)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,
Ruby Ong
Secretary
M/s Hin Tat Augustine & Partners
20 Upper Circular Road
#02-10/12 The Riverwalk
Singapore 058416
Tel : 6533 0212 ext 255
Fax : 6533 0163 / 6533 0313
www.htapartners.com.sg

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

Sent: Monday, July 3, 2023 4:59 PM

To: Ruby Ong <ruby@htapartners.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBH 1860L [Our Ref. TCL.BL.ro.50272.23.ess]

Dear Ruby,

We refer to your email dated 03/07/2023.

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: Ruby Ong <ruby@htapartners.com.sg>

Sent: Monday, 3 July 2023 3:57 PM

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

Subject: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBH 1860L [Our Ref. TCL.BL.ro.50272.23.ess]

Importance: High

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

Your ref: SJV 5611U

WITHOUT PREJUDICE

Our ref: TCL.BL.ro.50272.23.ess

3 July 2023

URGENT

MSIG Insurance (Singapore) Pte Ltd

By Email only

4 Shenton Way

#21-01 SGX Centre 2

Singapore 068807

Attn: Motor Claims Dept

Dear Sir / Madam

CLAIMANT : ENG HIN CONSTRUCTION PTE LTD

NOTICE OF ACCIDENT AND PRE-REPAIR SURVEY - ACCIDENT INVOLVING GBH 1860L & SJV 5611U ALONG UPPER SERANGOON CRESCENT ON 23 JUNE 2023 @ 2220HRS

We are instructed by Eng Hin Construction Pte Ltd to notify you of a road traffic accident on 23 June 2023 at about 2220hrs along Upper Serangoon Crescent involving our client's vehicle registration number GBH 1860L and vehicle registration number SJV 5611U driven by your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 255

Fax : 6533 0163 / 6533 0313

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