

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 11 July 2023 3:43 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: image009.wmz; SD08237A0002_10-07-2023_165108.pdf

PRE-REPAIR NOTICE OF ROAD TRAFFIC ACCIDENT ON 08.07.2023 At About 0630 Hours along ANAMALAI AVENUE Involving SMV 746L & SJB 2259D (PURSUANT TO PARAGRAPH 2.2 OF THE PRE-ACTION PROTOCOL FOR NIMA CASES)

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

From: Motor Survey

Sent: Tuesday, 11 July 2023 3:42 PM

To: Prestina <prestina@jklc.com.sg>

Cc: General <general@jklc.com.sg>

Subject: RE: PRE-REPAIR NOTICE OF ROAD TRAFFIC ACCIDENT ON 08.07.2023 At About 0630 Hours along ANAMALAI AVENUE Involving SMV 746L & SJB 2259D (PURSUANT TO PARAGRAPH 2.2 OF THE PRE-ACTION PROTOCOL FOR NIMA CASES)

Dear Sir/Mdm,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd (Kenneth Kong)** 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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A Member of **MS&AD** INSURANCE GROUP

From: Prestina <prestina@jklc.com.sg>

Sent: Tuesday, 11 July 2023 3:18 PM

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

Cc: General <general@jklc.com.sg>

Subject: RE: PRE-REPAIR NOTICE OF ROAD TRAFFIC ACCIDENT ON 08.07.2023 At About 0630 Hours along ANAMALAI AVENUE Involving SMV 746L & SJB 2259D (PURSUANT TO PARAGRAPH 2.2 OF THE PRE-ACTION PROTOCOL FOR NIMA CASES)

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

WITHOUT PREJUDICE

OUR REF: JK.23.SMV 746L.LH.PD

Dear Sirs,

We refer to your email of even date and your proposed list of surveyors.

We agreeable to **KENNETH KONG** to be the Single Joint Expert (SJE) for this matter.

Please be informed that the said vehicle can be inspected at:

Venue: LIAN HER MOTORS
Block 5038 Ang Mo Kio Avenue 3
#01-405 Ang Mo Kio Industrial Park 2
Singapore 569541
Contact: 9108 2728 (Please call before going)

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

Thank you.

Regards,
Prestina
Legal Executive

For Surveyor

Please initial here after completion of pre-repair inspection.
Thank you.

Name:
Signature:

Date & Time of Pre-repair Inspection:



UEN No. 53394571B
58 Pagoda Street
#02-01
Singapore 059217
DID: +65 6980 0138
Email: prestina@jklc.com.sg

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

Sent: Tuesday, July 11, 2023 2:37 PM

To: Prestina <prestina@jklc.com.sg>

Cc: General <general@jklc.com.sg>

Subject: RE: PRE-REPAIR NOTICE OF ROAD TRAFFIC ACCIDENT ON 08.07.2023 At About 0630 Hours along ANAMALAI AVENUE Involving SMV 746L & SJB 2259D (PURSUANT TO PARAGRAPH 2.2 OF THE PRE-ACTION PROTOCOL FOR NIMA CASES)

Dear Sir/Mdm,

We refer to your email dated 11/07/2023.

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

From: Prestina <prestina@jklc.com.sg>

Sent: Tuesday, July 11, 2023 2:25 PM

To: Claims SG <claims@sg.msig-asia.com>

Cc: General <general@jklc.com.sg>

Subject: PRE-REPAIR NOTICE OF ROAD TRAFFIC ACCIDENT ON 08.07.2023 At About 0630 Hours along ANAMALAI AVENUE Involving SMV 746L & SJB 2259D (PURSUANT TO PARAGRAPH 2.2 OF THE PRE-ACTION PROTOCOL FOR NIMA CASES)

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

WITHOUT PREJUDICE

OUR REF: JK.23.SMV 746L.LH.PD

Dear Sir/Mdm,

We are instructed by **L H CAR RENTAL PTE LTD** to notify you of a road traffic accident on **08.07.2023 at about 0630 hours ALONG ANAMALAI AVENUE** involving our client's vehicle registration number **SMV 746L** and vehicle registration number **SJB 2259D** driven by you/your insured at the material time.

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

Thank you.

Regards,
Prestina
Legal Executive



UEN No. 53394571B
58A Pagoda Street

Singapore 059217
DID: +65 6980 0138
Email: prestina@jklc.com.sg

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