

Meng Yan (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 1 August 2023 12:58 pm
To: assignments; admin-d
Subject: Survey Request - Manual Assigned
Attachments: SNC9155X GIA.pdf

PRI -SNC9155X CLAIMING AGAINST SLM8713M (MSIG), DOA: 25/07/2023.

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: Tuesday, August 1, 2023 12:57 PM

To: 'Ee Ying Yi (Michelle)' <yingyi.ee@ow.sg>

Cc: Victor Seng <victor.seng@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>

Subject: RE: PRI -SNC9155X CLAIMING AGAINST SLM8713M (MSIG), DOA: 25/07/2023.

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: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Sent: Tuesday, August 1, 2023 12:22 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>

Cc: Victor Seng <victor.seng@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>

Subject: RE: PRI -SNC9155X CLAIMING AGAINST SLM8713M (MSIG), DOA: 25/07/2023.

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

Dear Crystal,

Please arrange **LKK Auto Consultants Pte Ltd** to survey above vehicle.

Kindly advise us on the liability for this case.

Kindly advise who is the officer in charge for this case.

Thank you.

Best Regards,

Ee Ying Yi

Motor Claims Executive

Office : (+65) 6481 1522

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: Tuesday, August 1, 2023 12:16 PM

To: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Cc: Victor Seng <victor.seng@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>

Subject: RE: PRI -SNC9155X CLAIMING AGAINST SLM8713M (MSIG), DOA: 25/07/2023.

Dear Sir/Mdm,

We refer to your email dated 01/08/2023.

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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From: Ee Ying Yi <yingyi.ee@ow.sg>

Sent: Tuesday, August 1, 2023 11:39 AM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims SG <claims@sg.msig-asia.com>

Cc: Victor Seng <victor.seng@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Ling Ting An <tingan.ling@ow.sg>

Subject: PRI -SNC9155X CLAIMING AGAINST SLM8713M (MSIG), DOA: 25/07/2023.

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.

Vehicle in the workshop

Thank you.

Best Regards,

Ee Ying Yi

Motor Claims Executive

Office : (+65) 6481 1522

OPT/MA//ERKZ™ PTE. LTD.

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Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

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