

Hsiao Tong (LKKAuto)

From: anna@falconair.com.sg
Sent: Tuesday, 1 October 2024 12:08 PM
To: Hsiao Tong (LKKAuto)
Subject: LOD - TPC/SJQ1790M/T1465 (YR REF:SMW4741T)
Attachments: 20241001121857.pdf

"Without Any prejudice to any Personal Injuries"

Dear Hsiao Tong

We would like to submit our Letter of Demand as follows:-

COR : \$ 9,810.00

RENTAL : \$ 1,199.00
(incl W/END)

SEARCH FEE : \$ 2.18

Attached herewith are all the supporting documents for your
Perusal and awaiting for your offer.

Thanks and regards,
Anna Ng
Falcon-Air Auto Services Pte Ltd (Tampines)
[Tel:67897997](tel:67897997)

LETTER OF AUTHORITY

To : MOTOR CLAIMS DEPT

ACCIDENT INVOLVING SJQ1790M AND SMW4741T
ON 15/09/24 ALONG PIE twds changi

I, Muhammad Azrail Bin Edris CO. REG NO/
NRIC NO. S9745483C

of 663C Tampines St 64 #04-193 s/523663)

Owner of Motor Vehicle Registration No.: SJQ1790M do hereby authorize

M/s FALCON-AIR AUTO SERVICES PTE LTD as my agent and representative to correspond in, negotiate

And settle, on my behalf, my claim against the parties involved in the above mentioned accident. I

Also authorize the said insurers to make all payments in favor of Falcon-Air Auto Services Pte Ltd directly.

"WITHOUT PREJUDICE
to any
PERSONAL INJURIES"

16/09/24

Date & Signature of Owner/Co. Stamp

Date & Signature of Driver

RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, FALCON-AIR AUTO SERVICES PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for S\$9,810.00 (Repair Cost), S\$1,199.00 (Loss of Use/Rental), S\$2.18 (Disbursement) for vehicle no. SJQ 1790M that was damaged pursuant to the accident which occurred on 15/09/2024 (date) at/along PIE TWDS CHANGI (location) involving vehicle no/s SMW 4741T. This is pursuant to the inspection conducted on 16/09/2024 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner MUHAMMAD AZRAIL BIN IDRIS (the third party claimant") of vehicle no. SJQ 1790M make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SJQ 1790M (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 18 (day) of Nov (month) 2024 (year)



Signed by appointed surveyor

A handwritten signature in blue ink, appearing to be "Jm".



Signed by "the workshop" (with chop)

"WITHOUT PREJUDICE
to any
PERSONAL INJURIES"



FALCON-AIR

FALCON-AIR AUTO SERVICES PTE LTD

CO. REG. NO.: 1995-01140-D
GST REG. NO.: 19-9501140-D

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY #07-16

AIG BUILDING

SINGAPORE 079120

Attn : MOTOR CLAIM DEPARTMENT

Tel : 64193000

Tax Invoice : **TI800231**
Date : 01/10/2024
Vehicle No. : SJQ1790M
Vehicle Model : HYUNDAI AVANTE
Chassis/Eng# :
Accident Date :
Claim No :
Reference :
Policy :

Item	Qty	Description	Unit Price S\$	Amount S\$
1.	1	BEING LUMP SUM REPAIR (INCLUSIVE OF PARTS, PANEL BEATING, LABOUR AND SPRAY PAINTING)	9,000.00	9,000.00

SINGAPORE DOLLAR NINE THOUSAND EIGHT HUNDRED TEN ONLY

Sub Total	S\$	9,000.00
GST @ 9%	S\$	810.00
Total	S\$	9,810.00

Term : 30

for FALCON-AIR AUTO SERVICES PTE LTD

FALCON-AIR AUTO SERVICES PTE LTD

(a subsidiary of Falcon-Air Holdings Pte Ltd)

Head Office: 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare Singapore 575721 Tel: 6452-0880/6458-0880 Fax: 6454-7862

Branch : Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997

Website : www.falconair.com.sg **E-mail:** email@falconair.com.sg



FALCON-AIR

FALCON-AIR RENT-A-CAR PTE LTD

TAX INVOICE

FA INVOICE : **TP 14636**

Please quote full invoice number when making payment

V. A. Nr:		Vehicle Reg. Nr. SJE 8003 U		Model Type mit Lancer		Co. Reg. No.: 1988-04415-W GST Reg. No.: M2-0084125-5	
Rates/Remarks SJE 1790M		<input type="checkbox"/> inc. GST <input checked="" type="checkbox"/> exc. GST		Rental Period		Agreed Return Date	
\$	Per Day	\$	Per Week	KM IN		Time/Date In	11/09/2024
\$	Per Month	\$		KM OUT		Hour	10
Plus First	Km Free Per	, thereafter,		KM DRVN		Day	27
Chargeable at \$	Per Km					Mth	09
Hirer's Name Muhammad Azrail B. Idris				Collision Damage Excess Reduction <input type="checkbox"/> Accept <input type="checkbox"/> Decline			
Hirer's Address Blk 663C Tampines St 64 #04-193 (523663)				Personal Accident Insurance <input type="checkbox"/> Accept <input type="checkbox"/> Decline			
Co.Reg. No.				Rental Charge Computation			
Tel. No (Res/HP/Pgr) 98246425				Dollars			
Fax. No.				Cents			
Reference Contact				Vehicle Hire			
Tel. No. (Ofc)				11 days			
Driver's Name As Above				1100 00			
D.O.B. 25/12/97							
Driver's Address				CDER			
Tel. No. (Res/HP/Pgr)				PAI			
Passport/I.C. Nr./Country 9745483C				Delivery / Collection Fee			
Driving Licence Nr. 9745483C				Petrol			
Expiry / Pass Date 26/8/2016							
Issued By TD							
Additional Driver's Name							
D.O.B.							
Additional Driver's Address							
Tel. No. (Res/HP/Pgr)				Sub-Total			
Passport/I.C. Nr./Country				1100 00			
Driving Licence Nr.				Add GST @ 9 %			
Expiry / Pass Date				99 00			
Issued By				Total Net Charges (Incl. GST)			
Method Of Payment <input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Card <input type="checkbox"/> Bill Co				1199 00			
Details of Payment				*Less Total Prepayment/Deposit Rec'd			
Amount \$				Balance Amount Due/Refundable			
Date							
Rec'd by				Refund Acknowledgement <input type="checkbox"/> By Cash <input type="checkbox"/> By Credit Card <input type="checkbox"/> By Cheque			
				Received \$			
				By Hirer X			
				Out By			
				In By			
				Check In Station			
				Computed By			
				Extension 1. 2. 3.			
				Remarks: Vehicle Out			
				Remarks: Vehicle In			
				E 1/4 1/2 3/4 F			
				↑ Indicate petrol level when vehicle is checked out			
				↓ Indicate petrol level when vehicle is returned			

Hirer is responsible for the first \$ **2,500.00** excess for collision/damage to first party (i.e. Falcon-Air's) vehicle (including windscreen) and also first \$ **2,000.00** excess for collision/damage to third party's vehicle for each and every accident/damage. Vehicle to be driven in Singapore only. Prohibited to enter Malaysia by Law.

X Hirer's signature signifies acceptance of agreement. (Please read overleaf for additional terms and conditions).

FA RENTAL AGREEMENT NO. : **TP 14636**

FALCON-AIR RENT-A-CAR PTE LTD
(a subsidiary of Falcon-Air Holdings Pte Ltd)

Head Office: 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare Singapore 575721 Tel: 6452-0880 / 6458-0880 Fax: 6454-7862

Branch: Tampines St 93 Blk 9006 #01-200 Singapore 528840 Tel: 6789-7997 Fax: 6788-7997

Websites: www.falconair.com.sg E-mail: email@falconair.com.sg



FALCON-AIR

FALCON-AIR RENT-A-CAR PTE LTD

TAX INVOICE

FA INVOICE : **TP 14636**

Please quote full invoice number when making payment

V. A. Nr:		Vehicle Reg. Nr: SJE8003U		Model Type: mit Lanor		Co. Reg. No.: 1988-04415-W GST Reg. No.: M2-0084125-5	
Rates/Remarks: SJE1790M		<input type="checkbox"/> Inc. GST <input checked="" type="checkbox"/> Exc. GST		Rental Period		Agreed Return Date	
\$ Per Day	\$ Per Week	KM IN				Time/Date In	1000 2709 2024
\$ Per Month		KM OUT				Time/Date Out	0909 1609 2024
Plus First	Km Free Per					Hour	Day Mth Yr
Chargeable at \$	Per Km	KM DRVN				Hour	Day Mth Yr
Hirer's Name: Muhammad Azrail B. Idris				Collision Damage Excess Reduction		<input type="checkbox"/> Accept <input type="checkbox"/> Decline	
Hirer's Address: Blk 663C Tampines St 64 #04-193 (523663)				\$ Per Day \$ Per Mth		<input type="checkbox"/> Accept <input type="checkbox"/> Decline	
Co.Reg. No. Tel. No (Res/HP/Pgr) Fax. No. 98246425				Personal Accident Insurance		<input type="checkbox"/> Accept <input type="checkbox"/> Decline	
Reference Contact Tel. No. (Ofc)				\$ Per Day \$ Per Mth		Rental Charge Computation	
Driver's Name: As Above D.O.B: 25/12/97				Vehicle Hire		Dollars Cents	
Driver's Address				11 days		1100 00	
Tel. No. (Res/HP/Pgr) Passport/I.C. Nr./Country 9745483C				CDER			
Driving Licence Nr. 9745483C Expiry / Pass Date 26/8/2016 Issued By TA				PAI			
Additional Driver's Name D.O.B.				Delivery / Collection Fee			
Additional Driver's Address				Petrol			
Tel. No. (Res/HP/Pgr) Passport/I.C. Nr./Country				Sub-Total		1100 00	
Driving Licence Nr. Expiry / Pass Date Issued By				Add GST @ 9 %		99 00	
Method Of Payment <input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Card <input type="checkbox"/> Bill Co				Total Net Charges (incl. GST)		1199 00	
Details of Payment Amount \$ Date Rec'd by				*Less Total Prepayment/Deposit Rec'd			
* Total Payment Received				Balance Amount Due/Refundable			
Hirer is responsible for the first \$ 2,500 .00 excess for collision/damage to first party (i.e. Falcon-Air's) vehicle (including windscreen) and also first \$ 2,000 .00 excess for collision/damage to third party's vehicle for each and every accident/damage. Vehicle to be driven in Singapore only. Prohibited to enter Malaysia by Law.				Refund Acknowledgement <input type="checkbox"/> By Cash <input type="checkbox"/> By Credit Card <input type="checkbox"/> By Cheque			
X Hirer's signature signifies acceptance of agreement. (Please read overleaf for additional terms and conditions).				Received \$ By Hirer X			
				Out By In By			
				Check In Station Computed By			
				Extension 1. 2. 3.			
				Remarks: Vehicle Out		Remarks: Vehicle In	
				E 1/4 1/2 3/4 F		↑ Indicate petrol level when vehicle is checked out ↓ Indicate petrol level when vehicle is returned	

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Head Office: 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare Singapore 575721 Tel: 6452-0880 / 6458-0880 Fax: 6454-7862

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Websites: www.falconair.com.sg E-mail: email@falconair.com.sg

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SMW4741T

Date of Accident

15/09/2024 📅

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**

Period of Insurance **24/11/2023 - 23/11/2024**

Requested By **Janet Lim (FALCON-AIR AUTO ...**

Requested Date **16/09/2024 08:54**

Payment details

Request Amount: **S\$2**

GST Amount: **S\$0.18**

Total Amount Due (GST Inclusive): **S\$2.18**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 20 September 2024 4:18 PM
To: JOHARIMARJUKI@GMAIL.COM
Subject: CLAIM NOTIFICATION - ACCIDENT INVOLVING SMW4741T(AIG) /SJQ1790M / OTHERS AT/ALONG CHANGI NEAR EXIT 8A ON 15/09/2024

JOHARI BIN MARJUKI

[By Email Only]

Dear Sir/Madam,

You Ref: SMW4741T

Our Ref: CD/AIG24090244/Upa3

ACCIDENT INVOLVING SMW4741T(AIG) /SJQ1790M / OTHERS AT/ALONG CHANGI NEAR EXIT 8A ON 15/09/2024

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SJQ1790M against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	16 Sep 2024 11:12	Clm Dtl Modified	Claimant's Name: -> MUHAMMAD AZRAIL BIN IDRIS. Claimant's ID: -> SXXXX483C.	[A] HOW MEI KWAN
2	16 Sep 2024 11:12	Clm Veh Model Changed	(205940) HYUNDAI AVANTE 1.6 HD DOHC ABS AIRBAG 2WD (A).	[A] HOW MEI KWAN
3	16 Sep 2024 11:12	Clm Created	Reg No: SJQ1790M. Acct Date: 2024/09/15. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: Income Insurance Limited (HQ). Workshop: Falcon-Air Auto Services Pte Ltd (Tampines)	[A] HOW MEI KWAN
4	16 Sep 2024 11:12	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	16 Sep 2024 11:12	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/09/25	[A] HOW MEI KWAN
6	16 Sep 2024 11:12	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	16 Sep 2024 11:12	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	16 Sep 2024 11:12	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	16 Sep 2024 11:12	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
10	16 Sep 2024 11:12	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
11	02 Oct 2024 10:20	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2024/09/25	[A] CHEW HSIAO TONG
12	07 Nov 2024 10:56	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	07 Nov 2024 10:56	Ins Email Updated	[None] -> [EMAIL@GMAIL.COM]	[A] JOANNE LEE KHANG MIN
14	07 Nov 2024 10:56	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	07 Nov 2024 10:56	Clm Dtl Modified	JPJ Reg. Date: -> 2009/04/28.	[A] JOANNE LEE KHANG MIN
16	07 Nov 2024 10:56	Clm Details Notified		[A] JOANNE LEE KHANG MIN
17	07 Nov 2024 16:18	Adj Mandate Request	Cur.Req:11011.18:Liability: 100% [SMW4741T(OI) ->SJQ1790M(TP) -> GBL9734T] *Quantum: \$11,011.18 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
18	11 Nov 2024 18:10	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/09/25	[I] MdNoor, Norsiah
19	11 Nov 2024 18:10	Adj Mandate Set	Approved:11011.18.	[I] MdNoor, Norsiah

Date From

Date To

Audit Type

None

Go

ACTIVITY
No record

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
3236492	16 Sep 2024 11:18:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SJQ1790M	SMW4741T	12.00
3246989	02 Oct 2024 10:20:42	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SJQ1790M	SMW4741T	12.00