

6<sup>th</sup> May 2019Ref: GBC1612M  
Our Ref: TPC/SJK1054L/T0705**LONPAC INSURANCE BHD**300 Beach Road  
#17-04 The Concourse  
Singapore 199555

Dear Sir/Mdm,

**ACCIDENT BETWEEN SJK1054L AND GBC1612M ALONG X-JUNCTION OF  
PASIR RIS DRIVE 8/DRIVE 1 DATE 18/04/2019 @16:15HRS.**We are the repairer of motor vehicle no. **SJK1054L** which was involved in the above accident.Our investigation reveals that the owner of motor vehicle No. **GBC1612M** is insured with your organization at the time of the accident. Owner of vehicle No. **SJK1054L** sustained damages and the owner is now claiming the following cost of repairs and other consequential loss suffered as itemized below:-

1) Cost of Repair (TI062568)	S\$ 7,490.00 nett
2) Rental (TP13490)	S\$ 1,070.00 nett
3) Search Fee (TP106483)	S\$ 2.00 nett
Total Amount	<u>S\$ 8,562.00 nett</u>

Enclosed all the above supporting documents and Letter of Authorization to Act cum Discharge Voucher and Letter of Authority for Third Party claims.

Your prompt attention and settlement of the above claim would be very much appreciated.

Thank you.

Yours sincerely

Janet Lim  
Falcon-Air Auto Services Pte Ltd  
Email Add: janet@falconair.com.sg  
(Tampines Branch)

## LETTER OF AUTHORITY

To : MOTOR CLAIMS DEPT

ACCIDENT INVOLVING SJK1054L and GBC1612M  
ON 18/4/2019 ALONG X-Junction of Pasir Ris Dr 8 / Dr 1

I, Lim Choon Beng CO. REG NO/  
NRIC NO. S2006710A

of 101 Pasir Ris Grove #03-03 S (518195)

Owner of Motor Vehicle Registration No.: SJK1054L 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.

  
Date & Signature of Owner/Co. Stamp

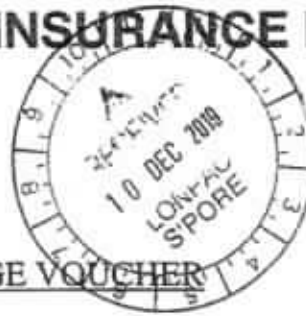
"WITHOUT PREJUDICE  
to any  
PERSONAL INJURIES"

30/4/2019   
Date & Signature of Driver



## LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VC05/021699  
DATE : 18 JULY 2019



### DISCHARGE VOUCHER

I/We, LIM CHOON BENG confirmed acceptance from M/s LONPAC INSURANCE BHD and/or the owner GBC 1612M the sum of Singapore Dollars EIGHT THOUSAND AND FIVE HUNDRED ONLY. (\$8,500.00) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s LONPAC INSURANCE BHD in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving, SJK 1054L on 18/04/2019 along/at X-JUNCTION OF PASIR RIS DR 8/DR1.

I /We hereby agree to indemnify and keep indemnify (GOODWILL BIRDS TRADING /LONPAC INSURANCE BHD) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to M/s FALCON-AIR AUTO SERVICES PTE LTD

I/We hereby acknowledge that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

.....  
Signature of vehicle owner/Date

Lim Choon Beng 06 Dec 2019

.....  
Name of vehicle owner/Date

"WITHOUT PREJUDICE  
to any  
PERSONAL INJURIES"



FALCON-AIR

LONPAC INSURANCE BHD  
300 BEACH ROAD  
#17-04 THE CONCOURSE SINGAPORE 199555

Attention : Motor Claim Department  
Contact : (02) 6250 7388 Fax No. : 62963767

FALCON-AIR AUTO SERVICES PTE LTD

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

Tax Invoice : TI062568

Date : 06/05/2019  
Vehicle Num. : SJK 1054L  
Make/Model : TOYOTA ALLION  
Chassis/Eng# : NZT260-3025804  
Accident Date : 18/04/2019  
Claim No. :  
Reference :  
Policy No. :

BEING LUMPSUM REPAIR  
(Inclusive of Parts, panel beating, labour  
and spray painting)

Amount S\$

7,000.00



for FALCON AIR AUTO SERVICES PTE LTD

E. & O. S\$ : 7,000.00  
GST 7% S\$ : 490.00  
Amount Due S\$ : 7,490.00  
=====

**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

Branches: Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997 • No. 8 Pandan Loop (Blk I / Blk K) S(128226) Tel: 6779-5665 Fax: 6779-1110

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

**FALCON-AIR AUTO SERVICES PTE LTD**  
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Head Office: Blk 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare S(575721) Tel: 6452-0880 / 6458-0880 Fax: 6454-7862

Branches: Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997 • No. 8 Pandan Loop (Blk I / Blk K) S(128226) Tel: 6779-5665 Fax: 6779-1110  
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 13490

Please quote this invoice number when making payments

V. A. No.		Vehicle Reg. No.		Model Type		Co. Reg. No.: 1988-04415-W	
		SJA 74987		Ty Premio		GST Reg. No.: M2-0084125-5	
Dates/Remarks		<input type="checkbox"/> inc. GST <input checked="" type="checkbox"/> exc. GST		Rental Period		Agreed Return Date	
1001 SJK10546							
\$	Per Day	\$	Per Week	KM IN	1	4	7
\$	Per Month	\$		KM OUT			
Plus First Km Free Per		thereafter,		KM DRVN			
Chargeable at \$		Per Km					
Hirer's Name				Collision Damage Excess Reduction			
Lim Chuan Beng				<input type="checkbox"/> Accept <input type="checkbox"/> Decline			
Hirer's Address				Personal Accident Insurance			
101 Pasir Ris Group				<input type="checkbox"/> Accept <input type="checkbox"/> Decline			
H03-03 (518195)				Rental Charge Computation			
Co. Reg. No.				Dollars			
Tel. No (Res/HP/Pgr)				Cents			
98350515				Vehicle Hire			
Reference Contact				10 days			
Tel. No. (Ofc)				1,000 00			
Driver's Name				CDER			
D.O.B.				PAI			
27/1/52				Delivery / Collection Fee			
Driver's Address				Petrol			
13 ABOVE							
Tel. No. (Res/HP/Pgr)							
Passport/A.C. Nr./Country							
S 2006710A							
Driving Licence Nr.							
Expiry / Pass Date							
S2006710A							
Issued By							
Additional Driver's Name							
D.O.B.							
Additional Driver's Address							
Tel. No. (Res/HP/Pgr)							
Passport/A.C. Nr./Country							
Driving Licence Nr.							
Expiry / Pass Date							
Issued By							
Method Of Payment							
<input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Card <input type="checkbox"/> Bill Co							
Details of Payment							
Amount \$							
Date							
Rec'd by							
* Total Payment Received							
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							
Received \$							
By Hirer X							
Out By							
In By							
Check in Station							
Computed By							
Extension							
1, 2, 3.							
Remarks: Vehicle Out							
Remarks: Vehicle In							
E 1/2 1/4 F							
Indicate petrol level when vehicle is checked out							
Indicate petrol level when vehicle is returned							

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

FA RENTAL AGREEMENT NO.: TP 13490

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

Head Office : Blk 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare S(57521), Tel: 6452-0880/6458-0880 Fax: 6454-7862  
Branches : Tampines St 93 Blk 906 #01-200 S(528840) Tel: 6789-7997 Fax: 6786-7997 • No 8 Pandan Loop (Blk 1/Blk K) S(128226) Tel: 6779-5665 Fax: 6779-1110  
Website: www.falconair.com.sg E-mail: email@falconair.com.sg



GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE  
6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 8am to 5pm  
GST Registration No: M400017735

## TAX INVOICE

Our Ref No: GR-18-081867  
Date of Request: 20/04/2019

Your Ref No: Online Purchase

Falcon-Air Auto Services Pte Ltd  
176 Sin Ming Drive #01-06  
Sin Ming Autocare  
Singapore 575721

Dear Sir/Madam,

Enquiry Date: 20/04/2019  
Enquiry By: Florence Loh Fui Fong  
TP Vehicle No: GBC1612M  
Accident Date: 18/04/2019

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.67
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**Third Party Insurer Enquiry**

Our Ref No: GR-18-061857  
Date of Request: 20/04/2018

Your Ref No: Online Purchase

Falcon-Air Auto Services Pte Ltd  
176 Sin Ming Drive #01-06  
Sin Ming Autocare  
Singapore 575721

Attn: Jeremiah

Dear Sir/Madam,

Enquiry Date: 20/04/2019  
Enquiry By: Florence Loh Fui Fong  
TP Vehicle No.: GBC1812M  
Accident Date: 18/04/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBC1812M	Lonpac Insurance Bhd	27/12/2018-26/12/2019	+65 62507388

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.

## Asher Sng (LKKAuto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 3 July 2019 12:37 PM  
**To:** Asher Sng (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

### Lonpac External - Confidential

Dear Asher,

Kindly proceed as proposed.

You may try to offer the sum of \$8,500.00.

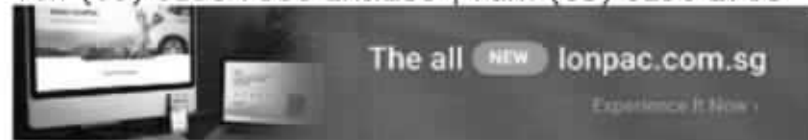
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]  
**Sent:** Wednesday, 3 July, 2019 10:36 AM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

Hi Gerald,

We refer to the above matter.

Third party rejected our offer and proposed to settle up to 10days.

Summary to offer to repairer **FALCON-AIR AUTO SERVICES PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
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1. Cost of Repair (w/GST)	\$ 14,033.93	\$ 7,490.00
2. Loss of Use (10days x \$100)(w/GST)	\$ 1,070.00	\$ 1,070.00 (10days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$15,105.93</b>	<b>\$ 8,562.00</b>

\*\*7 days recommendation for repair + 2days PRI + 1Sun

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [asher@sng@lkkauto.com](mailto:asher@sng@lkkauto.com) | fax: 6741-4108

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

**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>

**Sent:** Friday, 14 June 2019 8:54 AM

**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** RE: [MANDATE REQUEST] 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

## Lonpac External - Confidential

Dear Asher,

Kindly proceed as proposed.

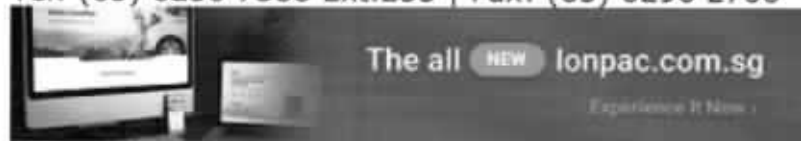
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

**Sent:** Monday, 10 June, 2019 2:39 PM

**To:** GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG

**Subject:** [MANDATE REQUEST] RE: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 22/04/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **FALCON-AIR AUTO SERVICES PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 14,033.93	\$ 7,490.00
2. Loss of Use (10days x \$100)(w/GST)	\$ 1,070.00	\$ 963.00 (9days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$15,105.93</b>	<b>\$ 8,455.00</b>

\*\*7 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

**The above is for your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Thursday, 9 May, 2019 1:39 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

**Lonpac External - Confidential**

Dear Mei Kwan,

Kindly assist to forward the documents to the case handler.

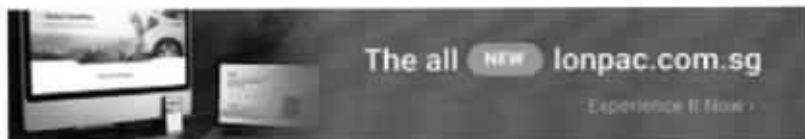
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, 3 May, 2019 11:57 AM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG; Hsiao Tong (LKKAUTO); CS A Team; Admin A  
**Subject:** RE: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJK 1054L

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com) | fax: 67414108

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

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Monday, 22 April, 2019 4:11 PM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

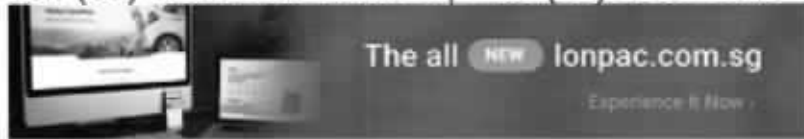
**Lonpac External - Confidential**

Dear Mei Kwan,

Attached copy of insured's report for your attention.

Best Regards  
Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Monday, 22 April, 2019 3:58 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A; Hsiao Tong (LKKAuto); CS A Team  
**Subject:** RE: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

LPC ref: 18/19/19/VC05/021699  
LKK REF: CC4/LPC19007031/Upa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Admin-D (LKKAuto)  
**Sent:** Monday, 22 April, 2019 10:52 AM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards,

G.Nivitha | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

**Sent:** Monday, 22 April 2019 9:58 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019 [External Confidential]

## Lonpac External - Confidential

Our Ref : 18/19/19/VC05/021699

Dear Nivitha,

Please proceed to conduct the survey accordingly.

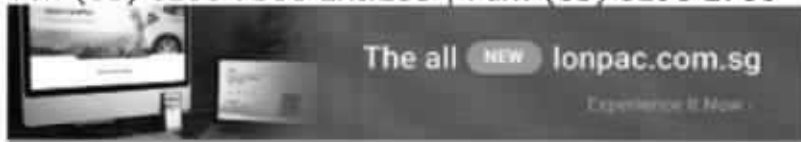
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

**From:** Jeremiah Ng [<mailto:jeremiah@falconair.com.sg>]

**Sent:** Monday, 22 April, 2019 9:12 AM

**To:** GERALD POH WEE BIN

**Subject:** 3pty claim for SJK1054L against your insured GBC1612M doa 18/04/2019

Dear Mr Poh,

The above attachment is SJK1054L accident report.

Kindly assist with the list of 10 surveyors and also the liability for this case.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services (Tampines)

[Tel:67897997](tel:67897997)

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This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)