### **Hsiao Tong (LKKAuto)**

From: anna@falconair.com.sg

Sent: Friday, 1 April 2022 2:39 PM

To: Hsiao Tong (LKKAuto)

**Subject:** LOD - TPC/SKW7815T/D0779

**Attachments:** 20220401144150.pdf

**Importance:** High

'Without Any prejudice to any Personal Injuries"

Dear Sir

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

COR : \$6,955.00

**RENTAL** 

(incl W/end) : \$ 749.00 SEARCH FEE : \$ 2.00

Total : \$7,706.00 ======

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

Thanks and regards Anna Ng Falcon-Air (Tampines)

### LETTER OF AUTHORITY

To: MOTOR CLAIMS DEPT	
ACCIDENT INVOLVING SKW 7815 T ON 23/03/22 ALONG CECIL ST TRAFF	AND SMF 8982C
ON 23/03/22 ALONG CECIL ST TRAFF	ic Junction was Collyer aug
	CO. REG NO/
Tham Qi Yao Shaun	NRIC NO. 59019780J
of 102 FLORA RD #05-72 S	(509744)
Owner of Motor Vehicle Registration No. SKW 7	8157 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 invol	ved in the above mentioned accident. I
Also authorize the said insurers to make all payments in fa	avor of Falcon-Air Auto Services Pte Ltd
directly.	$\ell = \hat{j}'$
	"WITHOUT PREJUDICE to any
Date & Signature of Owner/Co. Stamp	PERSONAL INJURIES"

Date & Signature of Driver

24/03/2022

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

"We/I, <u>FALCON-AIR AUTO SERVICES PTE LTD</u> ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd <u>LKK AUTO CONSULTANTS PTE LTD</u> (name of surveyor) with respect to the amount claimed for <u>S\$6,955.00</u> (Repair Cost), <u>S\$749.00</u> (Loss of <u>Use/Rental</u>), <u>S\$2.00</u> (Disbursement) for vehicle no. <u>SKW 7815T</u> that was damaged pursuant to the accident which occurred on <u>23/03/2022</u> (date) along <u>CECIL ST TRAFFIC JUNCTION TWDS COLLYER QUAY</u> (location) involving vehicle no/s <u>SMF 8982C</u>. This is pursuant to the inspection conducted on <u>24/03/2022</u> (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner <u>THAM QI YAO SHAUN</u> (the third party claimant") of vehicle no. <u>SKW 7815T</u> 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 <u>SKW 7815T</u> (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 17 (day) of 3unl (month) 20 (year)

Signed by appointed surveyor

Signed by "the workshop" (with chop)

### FALCON-AIR AUTO SERVICES PTE LTD

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



FALCON-AIR

AIG ASIA PACIFIC INSURANCE PTE LTD AIG Building 78 Shenton Way #07-16 079120

Attention: Motor Claim Department

Contact: 6419 3000

Tax Invoice: TI062912

Date: 01/04/2022 Vehicle Num.: SKW 7815T Make/Model: HONDA VEZEL

Chassis/Eng#:

Accident Date: 23/03/2022

Claim No.: Reference: Policy No.:

**Amount S\$** 

6,500.00

BEING LUMP SUN REPAIR (inclusive of Parts, panel beating, labour and spray painting)

> E. & Oldfal S\$: GST 7% S\$:

Amount Due S\$:

6,500.00 455.00

6.955.00

\_\_\_\_\_\_

for FALCON AIR AUTO SERVICES PTE LTD

(TAMPINES BRANCH)

#### **FALCON-AIR AUTO SERVICES PTE LTD**

(a subsidiary of Falcon-Air Holdings Pte Ltd)



TAX INVOICE

FA INVOICE: TP

TP 13989

Please quote full invoice number when making payment

V. A. NF:	Vehicle Reg. Nar.	35	C	Model Type Lau	CEVEX	Co. Reg. No.: 1988-04 GST Reg. No.: M2-008		
Rates/Remarks FAAS SKW 78157	inc. GST 🗆 e	xc. GST	Rental Peri		Agreed Return D	ate	im V	
\$ Per Day \$ \$ Per Month \$ Plus First Km Free Per Chargeable at \$ Per Km	Per , thereafter,	r Week	KM OUT		Time/ Date In Ho Time/ Date Out Ho	30 31 0 3 ur Day Mth 10 240 ur Day Mth	B 202	
Hirer's Name	Ch aus		DRVN	Collision Damage Excess	s Reduction	□ Accept	☐ Decline	
Than Qi yao Hirer's Address (02 Flor S(509	\$ Per Day \$ Personal Accident Insura \$ Per Day \$ Rental Charge Computa	☐ Decline						
Co.Reg. No. Tel No (Res/1)		Fax. No		Vehicle Hire		Dollars	Cents	
Reference Contact		Tel. No.	(Ofc)	7 day	2\	700	00	
Driver's Name AS Abril		29/0	05/90					
Driver's Address		ı	l	CDER		di jirili i dis		
Tel. No. (Res/HP/Pgr)	S 901	ountry d7	SOJ	PAI	Line Cer	m Provent med		
Driving Licence Nr.	Pass Date	Issued B	Ŗ	Delivery / Collection Fee				
Additional Driver's Name	lowoo man	D.O.B.	r in	Petrol				
Additional Driver's Address	data int admiss			A MANUAL TO MAN				
Tel. No. (Res/HP/Pgr)	Passport/I.C. Nr./C	ountry		Sub-Total	OH CHILD INCOME	700	00	
Driving Licence Nr. Explry	/ Pass Date	Issued B	у	Add GST @ 7 %	49	00		
		Card	☐ Bill Co	Total Net Charges (in	nci. GSTj	749	00	
Details of Payment	Amount \$	Date	Rec'd by	*Less Total Prepayment/D	eposit Rec'd	e feethire tas		
	CASH NA			Balance Amount Du		The Third to be stocked to the second of the	PART BUIL	
				Refund Acknowledgement				
* Total Payment Received	manufactural of	_	HI TAIE	Out By		By Hirer X		
direr is responsible for the first starty (i.e. Falcon-Air's) vehicle (including wi		first \$	LO00.00	Check in Station		Computed By		
xcess for collision/damage to third party's ehicle to be driven in Singapore only. Pr	ohibited to enter M	lalaysia b	y Law.	Extension 1.	2.	3.	W. I -	
				Remarks: Vehicle Out		Remarks: Vehicle Ir		
	Su th us			E 1/4 1/2 3/4		petrol level when vehicl		
Hirer's signature signifies acceptance of a	agreement. (Please	read over	leaf for	FA RENTAL AGR				

# INSURER ENQUIRY Find insurer Vehicle reg. no.

smf8982c

Date of Accident

23/03/2022

Reset

### % RESULT & RECEIPT

# TP Insurer Enquiry Insurance AlG Asia Pacific Insurance Pte.... Period of Insurance 28/11/2021 - 27/11/2022 Requested By Anna Ng (FALCON-AIR AUTO S... Requested Date 24/03/2022 09:02

### **Payment details**

Request Amount: **\$\$1.87**GST Amount: **\$\$0.13** 

Total Amount Due (GST Inclusive): **\$\$2** 

### **General Insurance Association**

Records Management Centre GST Registration No: **M400017735** 

### **Hsiao Tong (LKKAuto)**

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 30 March 2022 3:53 PM

To: lay.michelle@gmail.com

Subject: ACCIDENT INVOLVING SMF 8982C(AIG) AND SKW 7815T AT/ALONG CECIL STREET

AFTER CROSS STREET JUNCTION ON 23/03/2022

30 March 2022

Ms Lay Lai Hong Michelle [By Email Only]

Dear Sir/Madam,

You Ref: SMF8982C

Our Ref: CC6/AIG22002718/Upa3

ACCIDENT INVOLVING SMF 8982C(AIG) AND SKW 7815T AT/ALONG CECIL STREET AFTER CROSS STREET JUNCTION

ON 23/03/2022

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 SKW7815T 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.

Meantime, we would like to request for a copy of your vehicle servicing record/maintenance record for our necessary action.

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 (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd** 

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

HQ: Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)



### **Claim Audit**

	AUDIT 1			
No.	On	Audit	Remarks	Ву
1	24 Mar 2022 16:07	Clm Dtl Modified	Claimant's Name: ->	[A] HOW MEI KWAN
2	24 Mar 2022 16:07	Clm Veh Model Changed	(204319) HONDA VEZEL 1.5 X (A).	[A] HOW MEI KWAN
3	24 Mar 2022 16:07	Clm Created	Reg No: SKW7815T. Acct Date: 2022/03/23. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). Workshop: Falcon-Air Auto Services Pte Ltd (Tampines)	[A] HOW MEI KWAN
4	24 Mar 2022 16:07	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
	2022 16:07	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/04/04	[A] HOW MEI KWAN
	24 Mar 2022 16:07	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	24 Mar 2022 16:07		[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	24 Mar 2022 16:07	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	24 Mar 2022 16:07	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
	24 Mar 2022 16:07	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
11	25 Mar 2022 15:18		Acct Time:00:00:00->19:00:00.	[I] AIG OneClaim Integration User
	25 Mar 2022 16:22	Clm Dtl Modified	Claimant's Name:> THAM QI YAO SHAUN. Claimant's ID: -> SXXXX780J.	[A] HOW MEI KWAN
	25 Mar 2022 19:37	Video Downloaded	Downloaded Video - Accident	[A] MARCUS CHUA
14	29 Mar 2022 11:05	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
	29 Mar 2022 11:11		Downloaded Video - Accident	[I] Goh, Jeremy-CX
16	30 Mar 2022 15:21	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
17	30 Mar 2022 16:05	Video Downloaded	Downloaded Video - Accident	[A] BRYAN TANI
	31 Mar 2022 08:11	Video Downloaded	Downloaded Video - Accident	[A] MARCUS CHUA
	10 May 2022 09:03	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
	10 May 2022 09:03	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
	10 Mai.	Clm Dtl Modified	JPJ Reg. Date: -> 2015/11/16.	[A] JOANNE LEE KHANG MIN
22	10 May 2022 09:03	Clm Details Notified		[A] JOANNE LEE KHANG MIN
23	10 May 2022 17:40	Mandate	Cur.Req:7706.00:Liability: $100\%(B27)$ *Quantum: (a)CORw/GST: $$6,955.00 + (b)LORw/GST(7days x $100.00)$ : $$749.00 + (c)Search fee$ : $$2.00 = Total$ : $$7,706.00 *6$ recommendation repair days + 1Sun day = 7days *For your approval please.	[A] CHEW HSIAO TONG
24		Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/04/04. Mandate Remarks: mandate approved. LOR at 6 days. settle at best.	[I] Goh, Jeremy-CX
25	01 Jun 2022 15:02		Approved:7600.00:mandate approved. LOR at 6 days. settle at best.	[I] Goh, Jeremy-CX

	∃ AUDIT TRAIL							
No.	. On	Audit	Remarks	Ву				
26	2022	Mandata	Cur.Req:7706.00:Hi, For LOR, 3rd party proposed for 7days as 6 repair days $\pm$ 1 weekend. Pls advise f urther mandate. Thanks.	[A] CHEW HSIAO TONG				
27	06 Jun 2022 11:07		Cur Rpt:Final Rpt. Cur Due Date:2022/04/04. Mandate Remarks: mandate approved. ensure TPWS provide logcard to show vehicle was in workshop over the weekend.	[I] Goh, Jeremy-CX				
28	06 Jun 2022 11:07		Approved:7706.00:mandate approved. ensure TPWS provide logcard to show vehicle was in workshop over the weekend.	[I] Goh, Jeremy-CX				
29	08 Jun 2022 17:00		Cur.Req:7706.00:Hi, 3rd party has no logcard to show veh in & out. The rental invoice is a documentati on proof. Pls advise if we may proceed.	[A] CHEW HSIAO TONG				
30	10 Jun 2022 16:43		Cur Rpt:Final Rpt. Cur Due Date:2022/04/04. Mandate Remarks: mandate approved. ensure all documents in order.	[I] Goh, Jeremy-CX				
31	10 Jun 2022 16:43	Adj Mandate Set	Approved:7706.00:mandate approved. ensure all documents in order.	[I] Goh, Jeremy-CX				

Audit Type None Date To **∨** Go **Date From** 

### **ACTIVITY**

[30/03/2022 16:07] CHEW HSIAO TONG:

Spoken to OI, Ms Michelle. Confirmed accident. She said during the accident, she step on brake but the car did not stop and moved forward and hit TP. Her car has yet send in for repair and she is still driving her car now. She said that currently her brake system is normal. Requested servicing record from her, she will check with her wksp as she did not keep record.

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Туре Асс Туре	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2776586	24 Mar 2022 16:12:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SKW7815T	SMF8982C	11.00
2790762	10 May 2022 09:03:20	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKW7815T	SMF8982C	11.00