

## Hsiao Tong (LKKAUTO)

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**From:** anna@falconair.com.sg  
**Sent:** Wednesday, 27 July 2022 11:24 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** LOD - TPC/SLR6686U/T0884  
**Attachments:** 20220727112745.pdf

**Importance:** High

“Without Any prejudice to any Personal Injuries”

Dear Hsiao Tong

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

COR	:	\$ 8,239.00
RENTAL	:	\$ 802.50
Search Fee	:	\$ 2.00
Total	:	\$ 9,043.50

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

Thanks and regards  
Anna Ng  
Falcon-Air (Tampines)  
67897997

## LETTER OF AUTHORITY

To : MOTOR CLAIMS DEPT

ACCIDENT INVOLVING SLR 6686 U AND SLB 2777 B

ON 02/07/22 ALONG AYE TWOS CITY

CO. REG NO/

I, Lim Sher Hern

NRIC NO. S88210246

OF BIK 362 B Sembawang Crescent #15-187 S(752362)

Owner of Motor Vehicle Registration No. SLR 6686 U do hereby authorize

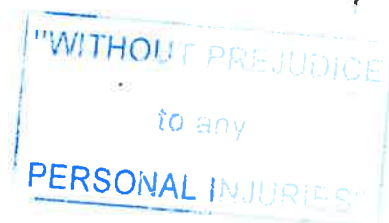
M/s FALCON-AIR AUTO SERVICES PTE LTD as my agent and representative to correspond in, negotiate

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



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\$8,950.00** (Global Sum) for vehicle no. **SLR 6686U** that was damaged pursuant to the accident which occurred on **02/07/2022** (date) along **AYE TOWARDS CITY** (location) involving vehicle no/s **SLB 2777B**.

This is pursuant to the inspection conducted on **04/07/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **LIM SHER HERN** (the third party claimant”) of vehicle no. **SLR 6686U** 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 **SLR 6686U** (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 27 (day) of Sep (month) 2022 (year)



Signed by appointed surveyor



Signed by “the workshop” (with chop)



FALCON-AIR

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

Attention : Motor Claim Department  
Contact : 6419 3000

FALCON-AIR AUTO SERVICES PTE LTD

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

**Tax Invoice : T1062949**

Date : 27/07/2022  
Vehicle Num. : SLR 6686U  
Make/Model : AUDI A6  
Chassis/Eng# :  
Accident Date : 02/07/2022  
Claim No. :  
Reference : 3PTY  
Policy No. :

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

Amount S\$

7,700.00

for FALCON AIR AUTO SERVICES PTE LTD

(TAMPINES BRANCH)

E. & Total S\$ : 7,700.00  
GST 7% S\$ : 539.00  
Amount Due S\$ : 8,239.00

**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 1 / Blk K) S(128226) Tel: 6779-5665 Fax: 6779-1110

**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 14061**

Please quote full invoice number when making payment

V. A. Nr.		Vehicle Reg. Nr. <b>SJJ170X</b>		Model Type <b>Toyota Camry</b>		Co. Reg. No.: 1988-04415-W GST Reg. No.: M2-0084125-5	
Rates/Remarks <b>FAASLR66864</b>		<input type="checkbox"/> inc. GST <input type="checkbox"/> exc. GST		Rental Period		Agreed Return Date	
\$	Per Day	\$	Per Week	KM IN		Time/Date In	<b>1130 0907 2022</b>
\$	Per Month	\$		KM OUT		Hour	Day Mth Yr
Plus First	Km Free Per	, thereafter,		KM DRVN		Time/Date Out	<b>0925 0407 2022</b>
Hour	Day Mth Yr						
Chargeable at \$	Per Km						
Hirer's Name <b>Lim Sher Hern.</b>				Collision Damage Excess Reduction <input type="checkbox"/> Accept <input type="checkbox"/> Decline			
Hirer's Address <b>Blk 362B Sembawang Crescent #15-187 S(752362).</b>				Personal Accident Insurance <input type="checkbox"/> Accept <input type="checkbox"/> Decline			
Co.Reg. No.				Rental Charge Computation			
Tel. No (Res/HP/Pgr) <b>89137517.</b>				Dollars Cents			
Fax. No.				Vehicle Hire			
Reference Contact				<b>5 days 750 00</b>			
Driver's Name				CDER			
Driver's Address <b>As above.</b>				PAI			
Tel. No. (Res/HP/Pgr)				Delivery / Collection Fee			
Passport/I.C. Nr./Country <b>588210246</b>				Petrol			
Driving Licence Nr.				Sub-Total			
Expiry / Pass Date <b>03/07/2009</b>				Add GST @ <b>7%</b>			
Issued By				Total Net Charges (Incl. GST)			
Additional Driver's Name				*Less Total Prepayment/Deposit Rec'd			
Additional Driver's Address				Balance Amount Due/Refundable			
Tel. No. (Res/HP/Pgr)				Refund Acknowledgement <input type="checkbox"/> By Cash <input type="checkbox"/> By Credit Card <input type="checkbox"/> By Cheque			
Passport/I.C. Nr./Country				Received \$ By Hirer X			
Driving Licence Nr.				Out By In By			
Expiry / Pass Date				Check In Station Computed By			
Issued By				Extension 1. 2. 3.			
Method Of Payment <input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Card <input type="checkbox"/> Bill Co				Remarks: Vehicle Out Remarks: Vehicle In			
Details of Payment				E 1/4 3/4 F			
Amount \$ Date Rec'd by				↑ Indicate petrol level when vehicle is checked out ↓ Indicate petrol level when vehicle is returned			
* Total Payment Received				FA RENTAL AGREEMENT NO. : <b>TP14061</b>			

Hirer is responsible for the first \$ **2500.00** excess for collision/damage to first party (i.e. Falcon-Air's) vehicle (including windscreen) and also first \$ **2000.00** 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).

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(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 1/Blk K) S(128226) Tel: 6779-5665 Fax: 6779-1110

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

INSURER ENQUIRY

Find

insurer

Vehicle reg. no.

S LB2777B

Date of Accident

02/07/2022 日

Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

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

Period of Insurance ..... **14/08/2021 - 13/08/2022**

Requested By ..... **Jeremiah Ng (FALCON-AIR AU...**

Requested Date ..... **04/07/2022 09:13**

#### Payment details

Request Amount: **S\$1.87**

GST Amount: **S\$0.13**

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

#### General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 6 July 2022 9:23 AM  
**To:** INFO-ESPL@EUROKARS.COM.SG; LIMMINGREN@GMAIL.COM  
**Subject:** Claim Notification - ACCIDENT INVOLVING SLB 2777B(AIG) /SLR 6686U/ OTHERS AT/ALONG AYE AT ALEXANDRA TOWARD MCE/CTE ON 02/07/2022

06 July 2022

**Lim Joo Jui**  
Driver: Lim Ming Ren

[By Email Only]

Dear Sir/Madam,

**You Ref: SLB2777B**

**Our Ref: CC6/AIG22006336/Upa3**

**ACCIDENT INVOLVING SLB 2777B(AIG) /SLR 6686U/ OTHERS AT/ALONG AYE AT ALEXANDRA TOWARD MCE/CTE ON 02/07/2022**

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 SLR6686U against your insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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.

You are aware that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	04 Jul 2022 15:24	<b>Clim Dtl Modified</b>	Claimant's Name: -> -.	[A] HOW MEI KWAN
2	04 Jul 2022 15:24	<b>Clim Veh Model Changed</b>	(201410) AUDI A6 2.0 TFSI MU (A).	[A] HOW MEI KWAN
3	04 Jul 2022 15:24	<b>Clim Created</b>	Reg No: SLR6686U. Acct Date: 2022/07/02. 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	04 Jul 2022 15:24	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	04 Jul 2022 15:24	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/07/14	[A] HOW MEI KWAN
6	04 Jul 2022 15:24	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	04 Jul 2022 15:24	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[A] Merimen Administrator
8	04 Jul 2022 15:24	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	04 Jul 2022 15:24	<b>Label Added</b>	(19):Fastlane.	[A] HOW MEI KWAN
10	04 Jul 2022 15:24	<b>Adj Adjuster Assigned</b>	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
11	05 Jul 2022 14:07	<b>Clim Dtl Modified</b>	Claimant's Name: - -> LIM SHER HERN. Claimant's ID: -> SXXXX024G.	[A] HOW MEI KWAN
12	05 Jul 2022 14:25	<b>TP Ins Updated</b>	TPRegNo:SJB9336T -> SLB2777B.	[I] Chu, Huiyen
13	06 Jul 2022 09:18	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
14	06 Jul 2022 09:18	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
15	09 Jul 2022 12:26	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] MARCUS CHUA
16	09 Jul 2022 12:28	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] MARCUS CHUA
17	09 Jul 2022 12:28	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] MARCUS CHUA
18	09 Jul 2022 12:29	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] MARCUS CHUA
19	12 Jul 2022 09:42	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
20	24 Aug 2022 11:02	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
21	24 Aug 2022 11:02	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2009/05/20.	[A] JOANNE LEE KHANG MIN
22	24 Aug 2022 11:02	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
23	25 Aug 2022 17:29	<b>Adj Mandate Request</b>	Cur.Req:9043.50:Liability: 100%B28 (Ass:0%) *Quantum: (a)CORw/GST: \$8,239.00+ (b)LORw/GST(5 days x \$150.00): \$802.50 + (c)Search fee: \$2.00 = Total: \$9,043.50 *4recommendation repair days + 1PRS = 5days *For your approval please.	[A] CHEW HSIAO TONG
24	19 Sep 2022 10:07	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/07/14	[I] MdNoor, Norsiah
25	19 Sep 2022 10:07	<b>Adj Mandate Set</b>	Approved:9043.50.	[I] MdNoor, Norsiah

Date From    Date To    Audit Type None  Go



**ACTIVITY**

[06/07/2022 09:24] CHEW HSIAO TONG:

100% B28 (Ass:0%)

[06/07/2022 09:23] CHEW HSIAO TONG:

6 vehicles c.c. OI was 2nd car

[06/07/2022 09:23] CHEW HSIAO TONG:

SJH4521B -&gt; SJB9336T -&gt; Hyundai(Unknown) -&gt; SHA4399Z -&gt; SLB2777B(OI) -&gt; SLR6686U(TP)

**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
2813583	04 Jul 2022 15:30:01	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLR6686U	SJB9336T	11.00
2833668	24 Aug 2022 11:02:05	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLR6686U	SLB2777B	11.00