



FALCON - AIR

Your ref: 202222005711/FR

Our ref: PC4744E

10th Sept 2022

Allianz Insurance Singapore Pte.Ltd.

79 Robinson Road

#09-01

Singapore 068897

Attn: Motor Claims Dept

Dear Sir/Mdm,

ACCIDENT INVOLVING MOTOR VEHICLES PC 4744E AND SMQ 2271C ALONG ANG MO KIO AVE 3 (OPPOSITE ESSO / IND'L PK 2) 18/07/2022

We are the repairer of motor vehicle registration no: PC 4744E which was involved in the above accident.

Our investigation reveals that the owner of motor vehicle registration no.: SMQ 2271C was insured with your organization at the time of accident.

Arising out of the above accident, owner of vehicle no.: PC 4744E sustained damages and he is now claiming the following cost of repairs and other consequential loss suffered as itemized below:-

COMPUTATION

1.	Cost of Repairs (Inv no: TI004031)	\$3,745.00
2.	Loss of Use for 6 days (Inv no: DI002688)	\$1,080.00
3.	TP Insurance Enquiry (Inv no: SM053835)	\$ 2.00
TOTAL		<u>\$4,827.00</u>

Enclosed are the above Invoices and the relevant documents for your reference.

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

Thank You & Best Regards,



Ms Lynn Teo

Claims Manager (Sin Ming Head Office)

Email: lynn@falconair.com.sg

Tel: 6452 0880

LETTER OF AUTHORITY

To : CLAIMS DEPT

ACCIDENT INVOLVING PC4744E and SMQ2271C

ON 18/07/2022 ALONG ANG MO KIO AVE 3 (OPPOSITE ESSO PETROL STATION)

I, THE SALVATION ARMY Co Reg No /
NRIC No. T07CC3012G
of 3 LORONG NAPIRI SINGAPORE 547528

owner of Motor Vehicle Registration No. PC4744E 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 authorise the said insurers to make all payments in favour of
Falcon-Air Auto Services Pte Ltd directly.**

ISAAP LIM 17/7/22
Operations Manager
Grace & Signature of Owner

Ry.
Driver Signature

"WITHOUT PREJUDICE
to any
PERSONAL INJURIES"



FALCON-AIR

ALLIANZ INSURANCE SINGAPORE PTE LTD
79 ROBINSON ROAD
#09-01 068897
ATTN: MOTOR CLAIMS DEPT
Attention : Motor Claim Department

FALCON-AIR AUTO SERVICES PTE LTD

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

Tax Invoice : TI004031

Date : 10/09/2022
Vehicle Num. : PC 4744E
Make/Model : NISSAN NV350 MICROBUS-2014/2016
Chassis/Eng# : JN1TC2E26Z0001786
Accident Date : 18/07/2022
Claim No. : 202222005711/FR
Reference : TP - MSIG AGT ALLIANZ (SM)
Policy No. : B 400001197 MKF

Amount S\$

LUMP SUM
INCLUSIVE OF SUPPLYING PARTS AND LABOUR,
PANEL BEATING AND SPRAY PAINTING

3,500.00

E. & O.E. Total S\$: 3,500.00
7% GST S\$: 245.00
Amount Due S\$: 3,745.00
=====

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

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


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SMQ2271C

Date of Accident

18/07/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance Allianz Insurance Singapore P...

Period of Insurance 01/11/2021 - 31/10/2022

Requested By Florence Loh (FALCON-AIR AU...

Requested Date 19/07/2022 10:59

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**

Company Name: : FALCON-AIR AUTO SERVICES PTE LTD
Contact No. : 6452 0880
Bank Name : OCBC BANK
Bank Account No. : 435781 001
Bank Address : THOMSON BRANCH
Bank Code & Branch Code : 7339 and 656
Swift Code : OCBCSGSG

Hsiao Tong (LKKAUTO)

From: Florence Loh <fa_autoservices@falconair.com.sg>
Sent: Monday, 21 November 2022 9:32 AM
To: Hsiao Tong (LKKAUTO)
Cc: 'Lynn Teo'; 'juliana phuah'
Subject: RE: Your Ref: PC4744E // LKK Ref: CC4/AIS22006873/Kpa3 [ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022]
Attachments: loa.pdf; bank details.pdf

Dear Hsiao Tong,

I refer to your below email.

We confirm accept the settlement amount at S\$4,347.00 (all in). Attach LOA and our company bank details for your perusal and payment.

Thank you.

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

Tel: 6452 0880 Fax: 6454 7862

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Sunday, 20 November 2022 6:39 PM
To: Florence Loh <fa_autoservices@falconair.com.sg>
Cc: Lynn Teo <lynn@falconair.com.sg>; juliana phuah <julianaphuah@falconair.com.sg>
Subject: Re: Your Ref: PC4744E // LKK Ref: CC4/AIS22006873/Kpa3 [ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022]

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$4,347.00**(all in) in full and final settlement of all claims your client has or may have against Allianz Insurance Singapore and/or their insured arising out of this incident.

If the above offer is accepted, kindly confirm settlement by providing a copy of the **Letter of Authorization** / **Warrant to Act** and your **Bank details** for us to process payment.

Please note that your client's receipt of the settlement sum or settlement sums shall constitute a full discharge of liability and waiver of any past, present or future claims your client may have against Allianz Insurance Singapore and/or our insured as a result of the accident on **18 July 2022**.

Please note that the clearance of this cheque / settlement sum or receipt of the successful electronic payment or payments constitutes your client's acceptance of payment and full discharge of liability.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Florence Loh <fa_autoservices@falconair.com.sg>

Sent: Friday, 4 November 2022 1:18 pm

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Lynn Teo <lynn@falconair.com.sg>; juliana phuah <julianaphuah@falconair.com.sg>

Subject: RE: Your Ref: PC4744E // LKK Ref: CC4/AIS22006873/Kpa3 [ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022]

Dear Hsiao Tong,

We confirm accept your settlement offer @\$4,347.00.

Thank you.

Florence Loh

Falcon Air Auto Services Pte Ltd

176 Sin Ming Drive #01-06

Sin Ming Autocare

Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 4 November 2022 12:10 PM

To: Florence Loh <fa_autoservices@falconair.com.sg>

Subject: RE: Your Ref: PC4744E // LKK Ref: CC4/AIS22006873/Kpa3 [ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022]

Without Prejudice

(save as to costs)

Dear Sirs,

We are prepared to revise offer as follows: -

1. Cost of Repair (w/GST)	\$ 3,745.00
2. Loss of Use (6days x \$100.00)	\$ 600.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 4,347.00

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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)

From: Florence Loh <fa_autoservices@falconair.com.sg>

Sent: Thursday, 20 October 2022 1:26 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Your Ref: PC4744E // LKK Ref: CC4/AIS22006873/Kpa3 [ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022]

Dear Hsiao Tong,

I refer to your below email.

We agreed to the COR and TP search except the LOU. Vehicle is a passenger van.

We counter purpose the lou at \$120 x 6 days.

Appreciate your kind understanding and we awaits for your favourable reply.

Thank you.

Florence Loh

Falcon Air Auto Services Pte Ltd

176 Sin Ming Drive #01-06

Sin Ming Autocare

Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Sunday, 9 October 2022 6:36 PM

To: Florence Loh <fa_autoservices@falconair.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Your Ref: PC4744E // LKK Ref: CC4/AIS22006873/Kpa3 [ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022]

Your Ref: **PC4744E**

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMQ2271C(Allianz)) AND PC4744E ON 18/07/2022

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,745.00
2. Loss of Use (6days x \$80.00)	\$ 480.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 4,227.00

Please confirm acceptance.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Friday, 22 July 2022 11:04 AM
To: FARISUDINMDKASSIM@GMAIL.COM
Subject: <STANDARD LETTER> ACCIDENT INVOLVING SMQ 2271C & PC 4744E ON 18/07/2022

22 JULY 2022

FARISUDIN BIN MOHAMED KASSIM
BLK 113 BUKIT PURMEI ROAD
#05-228
SINGAPORE 090113

Dear Sir,

OUR REF : CC4/AIS22006873/ga3
YOUR REF : SMQ 2271C
ACCIDENT INVOLVING SMQ 2271C & PC 4744E ALONG CTE AMK AVE 3 TOWARDS CITY ON 18/07/2022

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

We have received a third party claim(s) from [FALCON-AIR AUTO SERVICES PTE LTD \(HQ\)](#) acting on behalf of the owner of [PC 4744E](#) against your motor insurance policy.

We are in the opinion that liability is down against us based on BOLA Scenario 27 (Head to Rear collision).

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to Allianz and acknowledged by Allianz.

Your full co-operation in the handling of the claim is required and kindly submit the following to ceciliachong@lkkauto.com within 7 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- [Copy of the letter of authorization](#)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to Allianz or deliver it by hand to Allianz Customer Care Centre.

This letter should **not** be regarded as a waiver by Allianz of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third-party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact as at 6749 4274 or ceciliachong@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

cc Allianz Insurance Singapore Pte. Ltd

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | HP: 8891 1278 | EMAIL: CeciliaChong@lkkauto.com | FAX: 6741-4108

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



Save the Earth. Print only when necessary.

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	20 Jul 2022 14:27	Clm Dtl Modified	Claimant's Name: -> THE SALVATION ARMY. Claimant's ID: -> T07CC3012G.	[A] HOW MEI KWAN
2	20 Jul 2022 14:27	Clm Veh Model Changed	(205936) NISSAN NV350 MICROBUS 2.5 4DR 5MT ABS (A).	[A] HOW MEI KWAN
3	20 Jul 2022 14:27	Clm Created	Reg No: PC4744E. Acct Date: 2022/07/18. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd (HQ). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: Falcon Air Auto Services Pte Ltd (HQ).	[A] HOW MEI KWAN
4	20 Jul 2022 14:27	Clm Existing Check Notice		[A] HOW MEI KWAN
5	20 Jul 2022 14:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
6	20 Jul 2022 14:27	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/07/29	[A] HOW MEI KWAN
7	20 Jul 2022 14:27	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
8	20 Jul 2022 14:28	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] HOW MEI KWAN
9	27 Jul 2022 19:06	Clm Registration Modified	Pol No:->SP2000532132-01.	[I] Faiz Rosli
10	06 Oct 2022 12:55	Adj Mandate Request	Cur.Req:4647.00:Liability: 100%. Insured rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$4,647.00(all-in).	[A] CHEW HSIAO TONG
11	06 Oct 2022 13:39	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/07/29. Mandate Remarks: Offer LOU between \$60 - \$120. Mandate adjusted.	[I] Faiz Rosli
12	06 Oct 2022 13:39	Adj Mandate Set	Approved:4467.00:Offer LOU between \$60 - \$120. Mandate adjusted.	[I] Faiz Rosli

Date From   
 Date To   
 Audit Type 

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
No billing items								