

**Ezlyna Eng** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@lkkauto.com) |  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, December 14, 2022 9:53 AM  
**To:** [anna@falconair.com.sg](mailto:anna@falconair.com.sg); EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** FW: LOD - TPC/SMU2040G/T0945

Without Prejudice

Dear Sirs,

Thank you for your email.

Hi Lyna,

Please assist, Thanks.

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)

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**From:** [anna@falconair.com.sg](mailto:anna@falconair.com.sg) <[anna@falconair.com.sg](mailto:anna@falconair.com.sg)>  
**Sent:** Tuesday, 6 December 2022 3:18 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** LOD - TPC/SMU2040G/T0945

“Without Any prejudice to any Personal Injuries”

Dear Hsiao Tong

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

COR	:	\$ 6,303.58
LOU	:	\$ 400.00
Search Fee	:	\$ 2.00

Total	: \$ 6,705.58
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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 SME 2040G and SLL 1631S  
ON 16/9/22 ALONG slip road from fort road to Tanjung  
Alu Road

CO. REG NO/

I, SUSIL KANTHAHALAL SARAF NRIC NO. S7285242G

Of 5 Tanjung Alu Road, #17-01, S-436882.

Owner of Motor Vehicle Registration No.: SME 2040G do hereby authorize

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

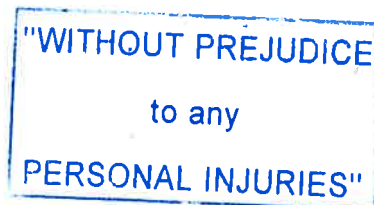
And settle, on my behalf, my claim against the parties involved in the above mentioned accident. I

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

Susil Saraf

16-9-2022

Date & Signature of Owner/Co. Stamp



Susil Saraf

16-9-2022

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\$6,303.58 (Repair Cost), S\$400.00 (Loss of Use/Rental), S\$2.00 (Disbursement) for vehicle no. SMU2040G that was damaged pursuant to the accident which occurred on 16/09/2022 (date) along FORT ROAD & TG RHU ROAD (location) involving vehicle no/s SLL1631S. This is pursuant to the inspection conducted on 20/09/2022 (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner SUSHIL KANHAIYALAL SARAF (the third party claimant”) of vehicle no. SMU2040G 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 SMU2040G (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 04 (day) of April (month) 2023 (year)



Signed by appointed surveyor

Signed by “the workshop” (with chop)



FALCON-AIR

# FALCON AIR AUTO SERVICES PTE LTD

FALCON-AIR AUTO SERVICES PTE LTD

CO. REG. NO.: 1995-01140-D

GST REG. NO.: 19-9501140-D

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

Attention : Motor Claim Department  
Contact : 6419 3000

## Tax Invoice : TI063010

Date : 06/12/2022  
Vehicle Num. : SMU 2040G  
Make/Model : MAZDA CX5  
Chassis/Eng# :  
Accident Date : 16/09/2022  
Claim No. :  
Reference : 3PTY 1/2  
Policy No. :

BEING PART BY PART REPAIR  
(inclusive of Parts, panel beating, labour  
and spray painting)

Amount S\$

5,891.20

E. & Total S\$ : 5,891.20  
GST 7% S\$ : 412.38  
Amount Due S\$ : 6,303.58  
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for FALCON AIR AUTO SERVICES PTE LTD

(TAMPINES BRANCH)

## 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 AUTO SERVICES PTE LTD

FALCON-AIR AUTO SERVICES PTE LTD

CO. REG. NO.: 1995-01140-D

GST REG. NO.: 19-9501140-D



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

Attention : Motor Claim Department  
Contact : 6419 3000

Disbursement : DI601300

Date : 06/12/2022  
Vehicle Num. : SMU 2040G  
Make/Model : MAZDA CX5  
Chassis/Eng# :  
Accident Date : 16/09/2022  
Claim No. :  
Reference :  
Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
4		BEING LOSS OF USAGE FOR 4 DAYS @ \$100/DAY	100.00	400.00

E. & O.E.

Total S\$ :

400.00

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for FALCON AIR AUTO SERVICES PTE LTD

(TAMPINES BRANCH)

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



FALCON AIR AUTO SERVICES PTE LTD

FALCON-AIR AUTO SERVICES PTE LTD

CO. REG. NO.: 1995-01140-D

GST REG. NO.: 19-9501140-D



CASH

Tax Invoice : TP111148

Invoice Date : 06/12/2022

Vehicle Num. : SMU2040G

Make/Model : \*

Mileage(Km) :

POWO/RO# :

Ref./Remark : SEARCH FEE

S/N	Quantity	Particular	Unit Price	Amount S\$
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		BEING SEARCH FEE FOR VEHICLE		1.87
		SLL1631S		
		DOA 16.09.2022		
		AIG ASIA PACIFIC INSURANCE PTE LTD		

SingDollars : Two Only

E. & O.E.

Total S\$ : 1.87

GST 7% S\$ : 0.13

Amount Due S\$ : 2.00

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Terms : Cash

Customer's Signature/Co. Stamp

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.

sll1631s

Date of Accident

16/09/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

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

Period of Insurance ..... **16/02/2022 - 15/02/2023**

Requested By ..... **Joshua Ng (FALCON-AIR AUTO ...**

Requested Date ..... **16/09/2022 16:37**

**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**



## EzLyna (LKKAuto)

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**From:** EzLyna (LKKAuto)  
**Sent:** Monday, 19 December 2022 11:25 AM  
**To:** barbara.huynh@bluewin.ch  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING SLL1631S (AIG) AND SMU2040G AT/ALONG FORT ROAD AND TG RHU ROAD ON 16/09/2022

Dear Huynh Barbara,

Our Ref: CC6/AIG22009231/Uea3

### **ACCIDENT INVOLVING SLL1631S (AIG) AND SMU2040G AT/ALONG FORT ROAD AND TG RHU ROAD ON 16/09/2022**

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 **SMU2040G** 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,

**Ezlyna Eng** | Case Handler








**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@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	20 Sep 2022 16:03	<b>Clm Dtl Modified</b>	Claimant's Name: -> SUSHIL KANHAIYALAL SARAF, Claimant's ID: -> SXXXXX2 42G.	[A] HOW MEI KWAN
2	20 Sep 2022 16:03	<b>Clm Veh Model Changed</b>	(206262) MAZDA CX-5 2.0 PREMIUM 2WD I2 (A).	[A] HOW MEI KWAN
3	20 Sep 2022 16:03	<b>Clm Created</b>	Reg No: SMU2040G, Acct Date: 2022/09/16, Claim Type: TP, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), TP Insurer: Great American Insurance Company (HQ), Workshop: Falcon-Air Auto Services Pte Ltd (Tampines)	[A] HOW MEI KWAN
4	20 Sep 2022 16:03	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	20 Sep 2022 16:03	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/09/29	[A] HOW MEI KWAN
6	20 Sep 2022 16:03	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	20 Sep 2022 16:03	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	20 Sep 2022 16:03	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	20 Sep 2022 16:03	<b>Label Added</b>	(19):Fastlane.	[A] HOW MEI KWAN
10	20 Sep 2022 16:03	<b>Adj Adjuster Assigned</b>	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
11	09 Jan 2023 13:50	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
12	09 Jan 2023 13:50	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	09 Jan 2023 13:50	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2020/07/30.	[A] JOANNE LEE KHANG MIN
14	09 Jan 2023 13:50	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
15	31 Jan 2023 16:55	<b>Adj Mandate Request</b>	Cur.Req:6705.58:Liability: 100% (BOLA 27) *Quantum: \$6,705.58 (all-in). Please refer to adjuster report for details. *For your approval please.	[A] Ezlyna
16	10 Feb 2023 08:29	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/09/29	[I] MdNoor, Norsiah
17	10 Feb 2023 08:29	<b>Adj Mandate Set</b>	Approved:6705.58.	[I] MdNoor, Norsiah

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
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2845468	20 Sep 2022 16:12:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMU2040G	SLL1631S	11.00
2895231	09 Jan 2023 13:50:21	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMU2040G	SLL1631S	11.00