



FALCON - AIR

FALCON - AIR AUTO SERVICES PTE LTD

Co. Reg. No.: 199501140D
GST Reg. No.: 199501140D

Your ref: AIS22009364

Our ref: SFZ 4177P

17th FEBRUARY 2023

ALLIANZ INSURANCE SINGAPORE PTE LTD
79 ROBINSON ROAD
#09-01 068897

ATTN: MOTOR CLAIMS DEPT

Dear Sir/Mdm,

ACCIDENT INVOLVING MOTOR VEHICLES SFZ 4177P AND SKT 7352C ON
16/09/2022 CTE TOWARDS AMK

We are the repairer of motor vehicle registration no: SFZ 4177P which was involved in the above accident.

Our investigation reveals that the owner of motor vehicle registration no.: SKT 7352C was insured with your organization at the time of accident.

Arising out of the above accident, owner of vehicle no.: SFZ 4177P 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: TI004075)	\$4,348.08
2.	Rental of another vehicle (Inv no: SM029066)	\$ 216.00
3.	TP Insurer Search (Inv no: SM054293)	\$ 2.00
		<u>\$4,566.08</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

Email: lynn@falconair.com.sg

Tel: 6452 0880

FALCON - AIR AUTO SERVICES 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 Email: email@falconair.com.sg

LETTER OF AUTHORITY

To : CLAIMS DEPT

ACCIDENT INVOLVING SFZ4177P and SKT7352C


ON 16/09/2022 ALONG CTE TOWARDS AMK

I, TAN KWANG MING Co Reg No /
NRIC No. _____

of BLK 521 ANG MO KIO AVE 5 #04-4214 SINGAPORE 560521

owner of Motor Vehicle Registration No. SFZ4177P 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.**



Date & Signature of Owner

"WITHOUT PREJUDICE
to any
PERSONAL INJURIES"



FALCON-AIR

FALCON-AIR AUTO SERVICES PTE LTD

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

GST REG. NO.: 19-9501140-D

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

Tax Invoice : TI004075

Date : 17/02/2023
Vehicle Num. : SFZ 4177P
Make/Model : MERCEDES GLB200 SPORT-2020/2021
Chassis/Eng# : W1N2476872W051211
Accident Date : 16/09/2022
Claim No. : AIS22009364
Reference : TP - MSIG AGT ALLIANZ (SM)
Policy No. : W1N2476872W051211

S/N	Quantity	Particular	Unit Price	Amount S\$
PARTS PURCHASED :				
1.	1 PC	REAR BUMPER TOP CHROME		190.00
2.	1 PC	REAR BUMPER TOP		1,050.00
3.	1PC	REAR BUMPER LOWER		580.00
4.	1PC	REAR BUMPER CHROME		880.00
5.	1 PC	REAR BUMPER TOP BEAM		160.00
Total Parts Purchased S\$:				2,860.00
10.00% Of The Above Parts S\$:				286.00
Based On Cost Plus S\$:				3,146.00
SPECIAL NETT ITEMS:				
1.	1 SET	REVERSE SENSOR		250.00
2.	1 SET	REAR BUMPER CLIP		80.00
Special Nett Total S\$:				330.00
LABOUR :				
TO REFIT REVERSE SENSOR ONTO NEW BUMPER				50.00
TO REPAIR INNER PANEL INCLUDING REPLACEMENT OF PARTS				250.00
TO SPRAY REAR BUMPER, INNER PANEL				250.00
Labour Total S\$:				550.00

E. & O.E.

Total S\$: 4,026.00
8% GST S\$: 322.08
Amount Due S\$: 4,348.08



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



24 HRS HOTLINE:
6456 2552

FALCON-AIR RENT-A-CAR PTE LTD

CO. REG. NO.: 1988-04415-W
GST REG. NO.: M2-0084125-5

TAX INVOICE

Tax Invoice : SM029066

Date : 09/02/2023
PO/VO No. : FAAS-SFZ4177P
Reference : SJK3778T
Attention :
Terms :
Page No : 1

TAN KWANG MING S7219156J
BLK 521 ANG MO KIO AVE 5 #04-4214
SINGAPORE 560521
Contact : 98484686

S/N	Particular	Quantity	Unit Price	Amount S\$
1.	<p>SJK3778T TOYOTA From : 07.02.23 To : 09.02.23 @\$100/day Date Out : 07.02.2023 Time Out : 0830hrs Mileage Out : 152549 Date In : 09.02.2023 Time In : 1700hrs Mileage In : 152617 Total KM Driven : 68 IU : 1124181883 Others : upgrade Deposit : Refund :</p>	2	100.00	200.00

Total S\$: 200.00
8% S\$: 16.00
Amount Due S\$: 216.00
=====

Hirer is responsible for the first \$.00 excess for collision/damage to first party (i.e. Falcon-Air's) vehicle (including windscreen) and also first \$.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.


FALCON-AIR RENT-A-CAR PTE LTD

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: 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare Singapore 575721 Tel: 6452-0880 / 6458-0880 Fax: 6454-7862

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

24 HRS HOTLINE:
6456 2552

TAX INVOICE

FALCON-AIR

Rental Agreement : SM029066

TAN KWANG MING S7219156J
BLK 521 ANG MO KIO AVE 5 #04-4214
SINGAPORE 560521

Contact : 98484686

Date : 07/02/2023
PO/NO No : FAAS-SFZ4177P
Reference : SJK3778T
Attention :
Terms :
Page No : 1

S/N	Particular	Quantity	Unit Price	Amount S\$
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SJK3778T TOYOTA

From : 07.02.23 To : @\$

Date Out : 07.02.2023

Time Out :

Mileage Out :

Date In :

Time In :

Mileage In :

Total KM Driven :

IU : 1124181883

Others : upgrade

Deposit :

Refund :

2500

Hirer is responsible for the first \$.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.

Total S\$: 0

X

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

FALCON-AIR RENT-A-CAR PTE LTD

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


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SKT7352C

Date of Accident

16/09/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance Allianz Insurance Singapore P...

Period of Insurance 26/04/2022 - 25/04/2023

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

Requested Date 19/09/2022 09:04

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)

From: Florence Loh <fa_autoservices@falconair.com.sg>
Sent: Thursday, 13 April 2023 5:32 PM
To: Hsiao Tong (LKKAUTO)
Cc: 'andy'; Admin A; lynn@falconair.com.sg; juliana phuah
Subject: RE: TP DS claim: [EXT] RE: ACCIDENT INVOLVING SFZ4177P and SKT7352C on 16/09/2022 *** LKK REF: CC4/AIS22009364/pa3
Attachments: rental agreement.jpg; bank details.pdf

Dear Hsiao Tong,

We confirm settlement at **S\$4,566.08(all in)**. Attach here rental agreement for your perusal.

Our bank details as per below:-

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

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: Thursday, 13 April 2023 4:56 PM
To: Florence Loh <fa_autoservices@falconair.com.sg>
Cc: 'andy' <andy@falconair.com.sg>; Admin A <admin-a@lkkauto.com>; 'indran' <indran@falconair.com.sg>
Subject: RE: TP DS claim: [EXT] RE: ACCIDENT INVOLVING SFZ4177P and SKT7352C on 16/09/2022 *** LKK REF: CC4/AIS22009364/pa3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$4,566.08(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 **RENTAL AGREEMENT** 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 **16 SEPT 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 (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: Friday, March 10, 2023 11:36 AM

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

Cc: 'andy' <andy@falconair.com.sg>; Admin A <admin-a@lkkauto.com>; 'indran' <indran@falconair.com.sg>

Subject: RE: TP DS claim: [EXT] RE: ACCIDENT INVOLVING SFZ4177P and SKT7352C on 16/09/2022 *** LKK REF: CC4/AIS22009364/pa3

Dear Hsiao Tong,

Attach LOD and letter of Authority for SFZ4177P for your kind attention and settlement.

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, 10 March 2023 11:18 AM

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

Cc: francine.gail@falconair.com.sg; 'andy' <andy@falconair.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS claim: [EXT] RE: ACCIDENT INVOLVING SFZ4177P and SKT7352C on 16/09/2022 *** LKK REF: CC4/AIS22009364/pa3

WITHOUT PREJUDICE

Dear Sirs,

Please submit LOD and claim documents to us(LKK).

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)

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, September 27, 2022 11:09 AM

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

Cc: francine.gail@falconair.com.sg; 'andy' <andy@falconair.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS claim: [EXT] RE: ACCIDENT INVOLVING SFZ4177P and SKT7352C on 16/09/2022 *** LKK REF: CC4/AIS22009364/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

"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."

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 27 September 2022 11:06 AM
To: 'miqbalsolihin@gmail.com'; 'aimanrahim69@gmail.com'
Subject: Claim Notification - ACCIDENT INVOLVING SKT7352C(ALLIANZ) AND SFZ4177P ALONG CTE TOWARDS SLE ON 16/09/2022

MUHAMAD IQBAL SOLIHIN BIN JA'AFAR
Driver: NUR AIMAN BIN NORRAHIM

[Email only]

Dear Sirs,

OUR REF : CC4/AIS22009364/Kpa3
YOUR REF : SKT7352C

ACCIDENT INVOLVING SKT7352C(ALLIANZ) AND SFZ4177P ALONG CTE TOWARDS SLE 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, Allianz Insurance Singapore Pte. Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from **SFZ4177P** against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour. 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.

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 chewht@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 to confirm that the driver is allowed to drive the vehicle.
- 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 customerservice@allianz.com.sg 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 us at 6742 3197 or chewht@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

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 TRAIL				
No.	On	Audit	Remarks	By
1	22 Sep 2022 20:58	Clim Dtl Modified	Insured Name: -> MUHAMAD IQBAL SOLIHIN BIN JA'AFAR. Claimant's Name: -> TAN KWANG MING. Claimant's ID: -> SXXXX156J.	[A] HOW MEI KWAN
2	22 Sep 2022 20:58	Clim Veh Model Changed	(206986) MERCEDES-BENZ GLB200 1.3 (A).	[A] HOW MEI KWAN
3	22 Sep 2022 20:58	Clim Created	Reg No: SFZ4177P. Policy No: SP2001681581-01. Acct Date: 2022/09/16. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Falcon-Air Auto Services Pte Ltd (Sin Ming)	[A] HOW MEI KWAN
4	22 Sep 2022 20:58	Clim Existing Check Notice		[A] HOW MEI KWAN
5	22 Sep 2022 20:58	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
6	22 Sep 2022 20:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/10/03	[A] HOW MEI KWAN
7	22 Sep 2022 20:58	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
8	22 Sep 2022 20:58	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] HOW MEI KWAN
9	26 Sep 2022 12:07	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
10	26 Sep 2022 12:07	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
11	26 Sep 2022 20:03	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/10/03. Mandate Remarks: Proceed with DS. No Section 2 Excess.	[I] Faiz Rosli
12	26 Sep 2022 20:03	Adj Mandate Set	Approved:0.00:Proceed with DS. No Section 2 Excess.	[I] Faiz Rosli
13	05 Oct 2022 09:15	Clim Dtl Modified	Insured ID: -> S9612765J.	[A] HOW MEI KWAN
14	05 Oct 2022 09:23	TP Ins Updated	TPRegNo:S9612765J -> SKT7352C.	[I] Shanti Ramasamy
15	10 Feb 2023 11:15	Video Downloaded	Downloaded Video - Accident	[I] JANICE KOH
16	10 Mar 2023 11:45	Adj Mandate Request	Cur.Reg:0.00:Please be informed that total claim amount is less than \$5K. Please assist to approve mandate up to \$5,000.00(all-in) for our necessary action.	[A] CHEW HSIAO TONG
17	10 Mar 2023 12:13	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2022/10/03. Mandate Remarks: Proceed with DS. No Section 2 Excess.	[I] Faiz Rosli
18	10 Mar 2023 12:13	Adj Mandate Set	Approved:5000.00:Proceed with DS. No Section 2 Excess.	[I] Faiz Rosli

Date From  Date To  Audit Type None 

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
2846698	22 Sep 2022 20:58:08	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SFZ4177P	MUHAMAD IQBAL SOLIHIN BIN JA'A	xx.xx
2846699	22 Sep 2022 21:00:16	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SFZ4177P	HOW MEI KWAN	xx.xx
2846700	22 Sep 2022 21:00:17	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SFZ4177P	HOW MEI KWAN	xx.xx