

## Hsiao Tong (LKKAuto)

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**From:** anna@falconair.com.sg  
**Sent:** Thursday, 23 February 2023 4:47 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** LOD - TPC/SLK3587D/T1016  
**Attachments:** 20230223165152.pdf

"Without Any prejudice to any Personal Injuries"

Dear Hsiao Tong

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

COR	:	\$ 5,670.00
RENTAL (incl PRI & W/END)	:	\$ 856.00
SEARCH FEE	:	\$ 2.00
		-----
Total	:	\$ 6,528.00
		=====

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

## LETTER OF AUTHORITY

To : MOTOR CLAIMS DEPT

ACCIDENT INVOLVING SLK 3587D AND SKN 4679L  
ON 23/11/22 ALONG Slip Rd at Braddell from CTE to Lornie Rd

I, Hafizah Bte Mohd Safrain CO. REG NO/  
NRIC NO. S14707726

Of 203 Tampines St 21 #02-1269 S(520203)

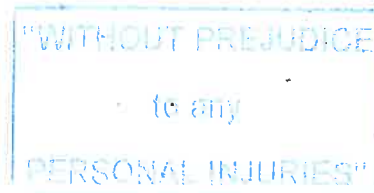
Owner of Motor Vehicle Registration No. SLK 3587D do hereby authorize

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.

24/11/22 MSafrain  
Date & Signature of Owner/Co. Stamp



24/11/22 [Signature]  
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\$5,670.00** (Repair Cost), **S\$749.00** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SLK 3587D** that was damaged pursuant to the accident which occurred on **23/11/2022** (date) **SLIP RD AT BRADDELL FROM CTE TWDS LORNIE RD** (location) involving vehicle no/s **SKN 4679L**. This is pursuant to the inspection conducted on **25/11/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **HAFIZAH BTE MOHD SAFRAIN** (the third party claimant”) of vehicle no. **SLK 3587D** 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 **SLK 3587D** (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 11 (day) of May (month) 2023 (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 : TI063081**

Date : 23/02/2023  
Vehicle Num. : SLK 3587D  
Make/Model : TOYOTA WISH  
Chassis/Eng# :  
Accident Date : 23/11/2022  
Claim No. :  
Reference :  
Policy No. :

Amount S\$

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

5,250.00

for FALCON AIR AUTO SERVICES PTE LTD

(TAMPINES BRANCH)

E. & Total S\$ : 5,250.00  
GST 8% S\$ : 420.00  
Amount Due S\$ : 5,670.00  
=====

**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

**Branch :** Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997

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



FALCON-AIR

FALCON-AIR RENT-A-CAR PTE LTD

## TAX INVOICE

FA INVOICE : TP 14158

Please quote full invoice number when making payment

V. A. Nr.		Vehicle Reg. Nr. <b>SJQ 7498 T</b>		Model Type <b>Toyota Premio</b>		Co. Reg. No.: 1988-04415-W GST Reg. No.: M2-0084125-5	
Rates/Remarks <b>FAAS SLK 35870</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>1440 02/12/2022</b>
\$	Per Month	\$		KM OUT		Hour	Day Mth Yr
Plus First	Km Free Per	, thereafter,		KM DRVN		Time/Date Out	<b>1530 24/11/2022</b>
Chargeable at \$	Per Km					Hour	Day Mth Yr
Hirer's Name <b>Hafizah Bte Mohd Safrain</b>				Collision Damage Excess Reduction <input type="checkbox"/> Accept <input type="checkbox"/> Decline			
Hirer's Address <b>203 Tampines St 21</b>				Personal Accident Insurance <input type="checkbox"/> Accept <input type="checkbox"/> Decline			
#02-1269 S(520203)				\$ Per Day \$ Per Mth			
Co.Reg. No.		Tel. No (Res/HP/Pgr) <b>93820351</b>		Fax. No.		Rental Charge Computation Dollars Cents	
Reference Contact				Tel. No. (Ofc)		Vehicle Hire	
Driver's Name <b>As Abre</b>				D.O.B. <b>21/11/61</b>		8 days 800 00	
Driver's Address						CDER	
Tel. No. (Res/HP/Pgr)		Passport/I.C. Nr./Country <b>S 1470772G</b>		PAI		Delivery / Collection Fee	
Driving Licence Nr.		Expiry / Pass Date <b>02/09/86</b>		Issued By <b>TP</b>		Petrol	
Additional Driver's Name <b>Siti Kamaliah Binti Said</b>				D.O.B. <b>10/11/88</b>			
Additional Driver's Address <b>889 Tampines St 81</b>							
Tel. No. (Res/HP/Pgr)		Passport/I.C. Nr./Country <b>S 8843176F</b>				Sub-Total 800 00	
Driving Licence Nr.		Expiry / Pass Date <b>03/09/07</b>		Issued By <b>TP</b>		Add GST @ 7% 56 00	
Method Of Payment <input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Card <input type="checkbox"/> Bill Co						Total Net Charges (Incl. GST) 856 00	
Details of Payment		Amount \$		Date		Rec'd by	
* Total Payment Received							
Hirer is responsible for the first \$ <b>2000.00</b> excess for collision/damage to first party (i.e. Falcon-Air's) vehicle (including windscreen) and also first \$ <b>2000.00</b> 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.							
Refund Acknowledgement <input type="checkbox"/> By Cash <input type="checkbox"/> By Credit Card <input type="checkbox"/> By Cheque				Received \$ By Hirer X			
Out By				In By			
Check In Station				Computed By			
Extension 1. 2. 3.							
Remarks: Vehicle Out				Remarks: Vehicle In			
E 1/4 1/2 3/4 F				↑ Indicate petrol level when vehicle is checked out ↓ Indicate petrol level when vehicle is returned			

FA RENTAL AGREEMENT NO. : TP14158

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

**FALCON-AIR AUTO SERVICES PTE LTD**CO. REG. NO.: 1995-01140-D  
GST REG. NO.: 19-9501140-D

Tax Invoice : TP111610

Invoice Date : 23/02/2023  
Vehicle Num. : SLK3587D  
Make/Model : \*  
Mileage(Km) :  
PO/WO/RO# :  
Ref./Remark : SEARCH FEE

S/N	Quantity	Particular	Unit Price	Amount S\$
		BEING SEARCH FEE FOR VEHICLE SKN4679L DOA 23.11.2023 AIG ASIA PACIFIC INSURANCE PTE LTD		1.85

SingDollars : Two Only

E. & O.E. Total S\$ : 1.85  
GST 8% S\$ : 0.15  
Amount Due S\$ : 2.00  
=====

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**Branch :** Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997**Website :** www.falconair.com.sg **E-mail:** email@falconair.com.sg


INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SKN4679L

Date of Accident

23/11/2022 

Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

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

Period of Insurance ..... **18/06/2022 - 17/06/2023**

Requested By ..... **Anna Ng (FALCON-AIR AUTO S...**

Requested Date ..... **24/11/2022 15:27**

#### 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, 14 December 2022 3:19 PM  
**To:** 'echeewh@yahoo.com'  
**Subject:** CLAIM NOTIFICATION - ACCIDENT INVOLVING SKN4679L(AIG) AND SLK3587D AT/ ALONG 537 SERANGOON NORTH AVE 4 ON 23/11/2022

**Chee Wynn Hong** [By Email Only]

Dear Sir/Madam,

**Our Ref: CC6/AIG22011842/pa3**

**You Ref: SKN4679L**

**ACCIDENT INVOLVING SKN4679L(AIG) AND SLK3587D AT/ ALONG 537 SERANGOON NORTH AVE 4 ON 23/11/2022**

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 third party claim from SLK3587D 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,

**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	24 Nov 2022 18:12	Clm Dtl Modified	Claimant's Name: -> HAFIZAH BTE MOHD SAFRAIN. Claimant's ID: -> SXXXX772G.	[A] HOW MEI KWAN
2	24 Nov 2022 18:12	Clm Veh Model Changed	(202899) TOYOTA WISH 1.8 CVT (A).	[A] HOW MEI KWAN
3	24 Nov 2022 18:12	Clm Created	Reg No: SLK3587D. Acct Date: 2022/11/23. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: Income Insurance Limited (HQ). Workshop: Falcon -Air Auto Services Pte Ltd (Tampines)	[A] HOW MEI KWAN
4	24 Nov 2022 18:12	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	24 Nov 2022 18:12	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/12/05	[A] HOW MEI KWAN
6	24 Nov 2022 18:12	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	24 Nov 2022 18:12	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	24 Nov 2022 18:12	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	24 Nov 2022 18:13	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
10	24 Nov 2022 18:13	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
11	01 Dec 2022 07:48	Clm Registration Modified	Pol No:2100376645->2100376645-08.	[I] AIG OneClaim Integration User
12	14 Dec 2022 15:16	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
13	20 Mar 2023 23:43	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	20 Mar 2023 23:43	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	20 Mar 2023 23:43	Clm Dtl Modified	JPJ Reg. Date: -> 2017/01/13.	[A] JOANNE LEE KHANG MIN
16	20 Mar 2023 23:43	Clm Details Notified		[A] JOANNE LEE KHANG MIN
17	31 Mar 2023 08:39	Adj Mandate Request	Cur Req:6528.00:Liability: 100%(BOLA 27) *Quantum: \$6,528.00 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
18	03 Apr 2023 14:05	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/12/05. Mandate Remarks: mandate approved. up to 7 days LOR. settle at 6 days at best.	[I] Goh, Jeremy-CX
19	03 Apr 2023 14:05	Adj Mandate Set	Approved:6421.00:mandate approved. up to 7 days LOR. settle at 6 days at best.	[I] Goh, Jeremy-CX

Date From



Date To



Audit Type

None

Go

ACTIVITY
[27/11/2022 19:58] HOW MEI KWAN: OINR. To send out first letter. (via email only)

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
2873645	24 Nov 2022 18:18:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLK3587D	SKN4679L	11.00
2874702	28 Nov 2022 14:04:55	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SLK3587D	HOW MEI KWAN	xx.xx

2934686	20 Mar 2023 23:43:57	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLK3587D	SKN4679L	11.00
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