

Hsiao Tong (LKKAUTO)

From: anna@falconair.com.sg
Sent: Friday, 10 February 2023 3:44 PM
To: Hsiao Tong (LKKAUTO)
Subject: LOD - TPC/SMQ8597Z/T1005
Attachments: 20230210154924.pdf

"Without Any prejudice to any Personal Injuries"

Dear Hsiao Tong

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

COR	: \$ 6,391.12
LOU	: \$ 320.00
Search Fee	: \$ 26.75
Total	: \$ 6,737.87

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 SMQ8597Z AND SMH5077G
ON 26/12/22 ALONG P1E twd TPE Slip Rd

I, Lee Min Ser CO. REG NO/
NRIC NO. S89072200

Of 10B Flora Rd #08-06 S(509729)

Owner of Motor Vehicle Registration No. SMQ8597Z 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.

3/1/23



Date & Signature of Owner/Co. Stamp



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\$6,391.12** (Repair Cost), **S\$240.00** (Loss of Use/Rental), **S\$26.75** (Disbursement) for vehicle no. **SMQ 8597Z** that was damaged pursuant to the accident which occurred on **26/12/2022** (date) **NEAR 348 TAMPINES ST 33** (location) involving vehicle no/s **SMU 5077G**. This is pursuant to the inspection conducted on **29/12/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **LEE MIN SER** (the third party claimant”) of vehicle no. **SMQ 8597Z** 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 **SMQ 8597Z** (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
079120Attention : Motor Claim Department
Contact : 6419 3000**Tax Invoice : TI063070**Date : 10/02/2023
Vehicle Num. : SMQ 8597Z
Make/Model : MERCEDES GLA180
Chassis/Eng# :
Accident Date : 26/12/2022
Claim No. :
Reference :
Policy No. :

Amount S\$

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

5,917.70

E. & Total S\$:	5,917.70
GST 8% S\$:	473.42
Amount Due S\$:	6,391.12

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**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

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 28 Dec 2022 / 15:30:26

Receipt Date/Time : 28 Dec 2022 / 15:30:26

Tax Invoice/Receipt

Receipt No. : ITNET-00000-221228-003283

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SMU5077G

As at 26 Dec 2022/11:50:00

Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.

1 Insurance Enquiry - SMU5077G

Enquiry Fee

20221228152921885751

25.00 1.75 26.75

Sub-Total

25.00 1.75 26.75

Total Before Rounding

25.00 1.75 26.75

Rounding Difference

0.00

Total Amount Payable

26.75

Paid By

414746XXXXXX3892

eNETS Credit Card

26.75

Total

26.75

Cash Change

0.00

Tendered Amount

26.75

Excess Refundable Amount

0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 8 March 2023 3:03 PM
To: aliciang59@gmail.com
Subject: ACCIDENT INVOLVING SMU5077G(AIG) AND SMQ8597Z AT/ALONG PIE EXIT TWD UPPER CHANGI ROAD EAST ON 26/12/2022

NG SOO TIANG [By Email Only]
DRIVER: TAN HONG LEE

Dear Sir/Madam,

Our Ref: CC6/AIG22012995/Gpa3
You Ref: SMU5077G

ACCIDENT INVOLVING SMU5077G(AIG) AND SMQ8597Z AT/ALONG PIE EXIT TWD UPPER CHANGI ROAD EAST ON 26/12/2022

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 SMQ8597Z against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best term.

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 |

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

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	29 Dec 2022 23:22	Clm Dtl Modified	Claimant's Name: -> LEE MIN SER. Claimant's ID: -> SXXXX220D.	[A] HOW MEI KWAN
2	29 Dec 2022 23:22	Clm Veh Model Changed	(205482) MERCEDES-BENZ GLA180 URBAN (R18 LED) 1.6 (A).	[A] HOW MEI KWAN
3	29 Dec 2022 23:22	Clm Created	Reg No: SMQ8597Z. Acct Date: 2022/12/26. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: China Taiping Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Falcon-Air Auto Services Pte Ltd (Tampines)	[A] HOW MEI KWAN
4	29 Dec 2022 23:22	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	29 Dec 2022 23:22	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/01/10	[A] HOW MEI KWAN
6	29 Dec 2022 23:22	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	29 Dec 2022 23:22	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	29 Dec 2022 23:22	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	29 Dec 2022 23:24	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
10	29 Dec 2022 23:24	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
11	02 Jan 2023 21:54	Clm Registration Modified	Acct Time:11:00:00->11:50:00.	[I] AIG OneClaim Integration User
12	20 Feb 2023 12:09	Adj Adjuster Assigned	MARCUS CHUA -> XING GUO QIANG	[A] HOW MEI KWAN
13	08 Mar 2023 15:00	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
14	30 Mar 2023 13:23	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	30 Mar 2023 13:23	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	30 Mar 2023 13:23	Clm Dtl Modified	JPJ Reg. Date: -> 2019/12/05.	[A] JOANNE LEE KHANG MIN
17	30 Mar 2023 13:23	Clm Details Notified		[A] JOANNE LEE KHANG MIN
18	31 Mar 2023 10:29	Adj Mandate Request	Cur Req:6737.87:Liability: 100%(B27) *Quantum: \$6,737.87(all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
19	04 Apr 2023 14:13	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/01/10	[I] MdNoor, Norsiah
20	04 Apr 2023 14:13	Adj Mandate Set	Approved:6737.87.	[I] MdNoor, Norsiah

Date From

 

Date To

 

Audit Type

None

Go

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
2890215	29 Dec 2022 23:30:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMQ8597Z	SMU5077G	11.00
2940326	30 Mar 2023 13:23:27	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMQ8597Z	SMU5077G	11.00