



DICKSON GROUP
Your Trusted Automotive Solutionist

DICKSON AUTO CARE CENTRE PTE LTD
29 UBI ROAD 4, DICKSON AUTO CENTRE
SINGAPORE 408619
TEL: 6668 1122 | FAX: 6668 1123

Our Ref: SKS6944G
Accident Date: 6-Nov-22

10-May-23

ATTENTION: Allianz Insurance Singapore Pte. Ltd.
Email: claims@allianz.com.sg

Allianz Insurance Singapore Pte. Ltd.
79 Robinson Road
#09-01
Singapore 068897

CLAIMANT: DICKSON AUTO CARE CENTRE PTE LTD
ACCIDENT INVOLVING SKS6944G & SLX8724ZAT UPPER PAYA LEBAR ON 6 NOV 2022

We would like to claim damages against your insured in connection with a road accident involving our client's motor registration number and motor vehicle registration number driven by your authorised driver at the material time.

As a result of the accident, our client's vehicle was damaged and our client was put to loss and expense, particulars of which are as follows;

1) Cost of Repair (with GST) after surveyor final esti.	\$	842.40
2) Loss of Use (\$120 x 2 days)	\$	240.00
TOTAL:	<u>\$</u>	<u>1,082.40</u>

A copy of each of the following supporting documents is enclosed:
1) GIA report of our Insured

Please note that you or your insurer should send to us an acknowledgement of receipt of this letter within **14 days** of your receipt of this letter, failing which our client will have no alternative but to commence claims against you without further notice to you or your insurer.

Please note that if you have a counterclaim against our client arising out of accident, you are also required to send to us a letter giving full particulars of the counterclaim together with all relevant supporting documents within **8 weeks** of your receipt of this letter.

For any further enquiry, kindly contact us via email to admin@dacc.com.sg or call us at 6668 1122 directly.

Yours Faithfully,

Poon Heng Cheong
Dickson Auto Care Centre Pte Ltd
Deputy GM - Aftersales



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Dickson Auto Care Centre Pte Ltd
29 Ubi Road 4, Dickson Auto Centre,
Singapore 408619
Tel: 6668 1122 | Fax: 6668 1123
24/7 Roadside Assistance: 6668 1129
www.dicksongroup.com.sg
Co. Reg. No: 201921404K

AUTHORISATION TO ACT

I/We, CHEW CHEE TIONG of SKS 6944 G
(Full name of claimant) (NRIC Number)
owner of BMW 218 I hereby authorized DICKSON AUTO CARE CENTRE PTE LTD,
(Make & Model)
("The Workshop") to act for me/us with respect to my/our claim for the repair costs and/or rental and/or loss
of use for my/our vehicle number SKS 6944 G that was damaged pursuant to the accident
occurred on 6/11/2002 at UPPER PAVA LEBARR RD involving vehicle
(Date of accident) (Location of accident)
number SLX 8724 Z.

I/We further authorise the Workshop to settle my/our above mentioned claim in a manner that they deem fit
and The Workshop is further authorised to receive payment further to settlement of my/our claim with
payment cheque being made in favour of DICKSON AUTO CARE CENTRE PTE LTD.

The settlement The Workshop may reach on my/our behalf is on without prejudice and without admission of
liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Pursuant to Personal Data Protection Act 2012, I/We hereby agree that The Workshop may disclose or share
my personal data to any authorized service providers whom The Workshop would necessarily need to
cooperate, interact or work in one way or another in serving me or meeting my requests.

*If I we are not able to recover full amount for the repair cost front the 3rd Party's Insurance Company in 6 (six)
months time front Invoice Date, DICKSON AUTO CARE CENTRE PTE LTD (DACC) shall bill to you/your
Company for the balance/full amount of the repair cost. DACC will close this case without prior notice if we
are unable to recover within 2 years.*

☒ I/We understood the explanation done by DACC.

Dated this _____ day of _____ (month) _____ (year)

(Claimant signature)

X

Signed by Claimant
With Co's stamp for vehicle under Co's name)

X

Signed by Dickson Auto Care Centre Pte Ltd



A member of the Dickson Group

**DICKSON GROUP**

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Dickson Auto Care Centre Pte Ltd

Address: 29 Ubi Road 4, Singapore 408619

Tel No: 6668 1122 Fax No: 6668 1123

24/7 Roadside Assistance: 6668 1129

Email: enquiry@dicksonautocarecentre.com.sg

GST Reg. No.: 201921404K Company Reg. No.: 201921404K

Tax Invoice**ALLIANZ INSURANCE SINGAPORE PTE LTD**

79 Robinson Road #09-01

Singapore 068897

Tel: 67143369

Inv No. : INV23050501
Date : 18 May 2023
Ref : SKS6944G
Currency : SGD
Terms : COD
Veh No. : SKS6944G
Invoiced By : Mahirah

#	Description	Qty	UOM	Unit Price	Disc	Amt
1	COST OF REPAIR	1.00		780.00	0.00	780.00

Remarks: DATE OF ACCIDENT ON 6 NOVEMBER 2022

Payment by cheque to be crossed and made payable to Dickson Auto Care Centre Pte Ltd
Transfer to bank account: DBS 072-021-5168
Paynow to company UEN: 201921404K

Subtotal : S\$ 780.00
GST 8.0% : S\$ 62.40
Total : S\$ 842.40

I agree to the remarks and price as listed above and affirm that the goods are received in good condition.

For Dickson Auto Care Centre Pte Ltd

(Customer's Signature and Company Stamp)

(Authorised Signature)

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 21 June 2023 12:35 PM
To: DACC Mahirah
Cc: Admin A; junteo@dacc.com.sg; poon@dacc.com.sg; Siew Ying
Subject: RE: URGENT!! RE: RE: TP CLAIM: SKS6944G //SLX8724Z *** LKK REF: CC4/AIS22011294/pa3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$962.40(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 **06 NOV 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: DACC Mahirah <mahirah@dacc.com.sg>
Sent: Tuesday, June 13, 2023 9:52 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; junteo@dacc.com.sg; poon@dacc.com.sg; Siew Ying <siewying@dacc.com.sg>
Subject: RE: URGENT!! RE: RE: TP CLAIM: SKS6944G //SLX8724Z *** LKK REF: CC4/AIS22011294/pa3

Dear Sir,

We accept the following offer.

Thank you,

MIRA

Administration Officer

Dickson Auto Care Centre Pte Ltd

(A member of the Dickson Group)

29 Ubi Road 4, Dickson Auto Centre, Singapore 408619

T: 6668 1122 | F: 6668 1123 | E: mahirah@dacc.com.sg | 24/7 Roadside Assistance: 6668 1129

www.dicksongroup.com.sg

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Monday, 12 June 2023 2:42 pm

To: DACC Mahirah <mahirah@dacc.com.sg>

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

Subject: RE: URGENT!! RE: RE: TP CLAIM: SKS6944G //SLX8724Z *** LKK REF: CC4/AIS22011294/pa3

WITHOUT PREJUDICE

Dear Sirs,

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 842.40
2. Loss of Use (2days x \$60.00)	\$ 120.00
Total	\$ 962.40

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: DACC Mahirah <mahirah@dacc.com.sg>

Sent: Wednesday, May 31, 2023 11:24 AM

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

Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: URGENT!! RE: RE: TP CLAIM: SKS6944G //SLX8724Z *** LKK REF: CC4/AIS22011294/pa3

Hi Ms Chew,

We have submitted the LOD as attached on 18 May 2023.

Thank you,

MIRA

Administration Officer

Dickson Auto Care Centre Pte Ltd

(A member of the Dickson Group)

29 Ubi Road 4, Dickson Auto Centre, Singapore 408619

T: 6668 1122 | F: 6668 1123 | E: mahirah@dacc.com.sg | 24/7 Roadside Assistance: 6668 1129

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

Sent: Friday, 26 May 2023 4:17 pm

To: DACC Mahirah <mahirah@dacc.com.sg>

Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

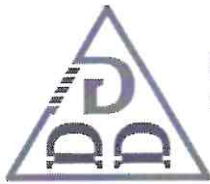
Subject: RE: URGENT!! RE: RE: TP CLAIM: SKS6944G //SLX8724Z *** LKK REF: CC4/AIS22011294/pa3

WITHOUT PREJUDICE

Dear Sirs,

Please submit LOD, claim documents and after repair photos for our further action.

Thanks.



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www.dicksongroup.com.sg
Co. Reg. No: 201921404K

DICKSON AUTO CARE CENTRE PTE LTD

Bank Details:

Bank Name : DBS
Bank Code : 7171
Company name : Dickson Auto Care Centre Pte Ltd
Bank Account No : 072-021-5168
Branch Code : 072
Swift Code : DBSSSGSG

X



TAN POO YEE

Verified by: DEPUTY FINANCE CONTROLLER

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 11 January 2023 9:53 AM
To: Keif Tan Yong Heng
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SLX 8724Z & SKS 6944G ON 06/11/2022 12:38
ALONG/AT UPPER PAYA LEBAR RD

Dear Sirs,

We have reviewed the matter and based on all the available information on hand, 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 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.

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 as at 6742 3197 or chewht@lkkauto.com.

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: Keif Tan Yong Heng <keiftan@bismotoring.com.sg>
Sent: Friday, 11 November 2022 7:17 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLX 8724Z & SKS 6944G ON 06/11/2022 12:38 ALONG/AT UPPER PAYA LEBAR RD

Hi Hsiao Tong

Noted. Will inform the Hirer for the report asap.

Regards

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, November 10, 2022 5:53 PM
To: Keif Tan Yong Heng <keiftan@bismotoring.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: ACCIDENT INVOLVING SLX 8724Z & SKS 6944G ON 06/11/2022 12:38 ALONG/AT UPPER PAYA LEBAR RD

ATTN : BIS MOTOTRING PTE LTD

Dear Sir,

OUR REF : CC4/AIS22011294/pa3

YOUR REF : SLX 8724Z

ACCIDENT INVOLVING SLX 8724Z & SKS 6944G ON 06/11/2022 12:38 ALONG/AT UPPER PAYA LEBAR RD

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

We have received a third-party claim(s) from **SKS 6944G** against your motor insurance policy.

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

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to Allianz. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of Allianz Authorised Workshops or reporting centres (subject to your policy). For the list of Allianz Authorised Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder or visit <https://www.allianz.sg>.

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
- 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.

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven **(7) days** from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

If you need any clarification, please do not hesitate to contact us at [6742 3197](tel:67423197) or chewht@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,
Chew Hsiao Tong

CC : ALLIANZ INSURANCE SINGAPORE PTE LTD
Motor Claim Department

Claim Audit

AUDIT TRAIL					
No.	On	Audit	Remarks	By	
1	10 Nov 2022 17:46	Clim Dtl Modified	Insured Name: -> BIS MOTORING PTE LTD. Insured ID: -> 201735055D. Claimant's Name: -> CHEW CHEE TIONG (ZHOU ZHIZHONG). Claimant's ID: -> SXXXX219G.	[A] HOW MEI KWAN	
2	10 Nov 2022 17:46	Clim Veh Model Changed	(206800) BMW 218I 1.5 Active Tourer (A).	[A] HOW MEI KWAN	
3	10 Nov 2022 17:46	Clim Created	Reg No: SKS6944G. Acct Date: 2022/11/06. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). TP Insurer: Income Insurance Limited (HQ). Workshop: Dickson Auto Car e Centre Pte Ltd (HQ)	[A] HOW MEI KWAN	
4	10 Nov 2022 17:46	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN	
5	10 Nov 2022 17:46	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/11/21	[A] HOW MEI KWAN	
6	10 Nov 2022 17:46	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN	
7	10 Nov 2022 17:46	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN	
8	05 Dec 2022 12:13	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG	
9	19 Dec 2022 16:31	Video Downloaded	Downloaded Video - Accident	[A] HOW MEI KWAN	
10	19 Dec 2022 16:31	Video Downloaded	Downloaded Video - Accident	[A] HOW MEI KWAN	
11	19 Dec 2022 16:31	Video Downloaded	Downloaded Video - Accident	[A] HOW MEI KWAN	
12	19 Dec 2022 16:31	Video Downloaded	Downloaded Video - Accident	[A] HOW MEI KWAN	
13	05 Jan 2023 15:42	Clim Registration Modified	Pol No:->SP0001055306.	[I] Faiz Rosli	
14	05 Jan 2023 15:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/11/21. Mandate Remarks: OI encroached lane and side swiped, proceed to Direct Settlement, however please pay special attention to the damaged consistency.	[I] Faiz Rosli	
15	05 Jan 2023 15:58	Adj Mandate Set	Approved:0.00:OI encroached lane and side swiped, proceed to Direct Settlement, however please pay special attention to the damaged consistency.	[I] Faiz Rosli	
16	05 Jan 2023 15:58	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2022/11/21. Mandate Remarks: OI encroached lane and side swiped, proceed to Direct Settlement, however please pay special attention to the damaged consistency.	[I] Faiz Rosli	
17	05 Jan 2023 15:58	Adj Mandate Set	Approved:0.00:OI encroached lane and side swiped, proceed to Direct Settlement, however please pay special attention to the damaged consistency.	[I] Faiz Rosli	
18	26 May 2023 16:20	Adj Mandate Request	Cur.Req:5000.00: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. Thank you.	[A] CHEW HSIAO TONG	
19	08 Jun 2023 14:17	Video Downloaded	Downloaded Video - Accident	[I] Faiz Rosli	
20	08 Jun 2023 14:19	Adj Mandate Set	Approved:5000.00.	[I] Faiz Rosli	

Date From   Date To   Audit Type 

ACTIVITY

[10/11/2022 17:46] 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
2867553	10 Nov 2022 17:46:25	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SKS6944G	BIS MOTORING PTE LTD	xx.xx
2867563	10 Nov 2022 18:00:41	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SKS6944G	HOW MEI KWAN	xx.xx
2885630	19 Dec 2022 16:38:32	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SKS6944G	HOW MEI KWAN	xx.xx

