

**RE: [EXT] ERGO REF. CDMCG22002057 | REQUEST FOR DIRECT SETTLEMENT FOR SMV9935Z & GBM9991M ON 04-10-2022**

Pauline Soh <pauline.soh@ergo.com.sg>

Wed 12/10/2022 12:02 PM

To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Zheng Hanyang <hanyang.zheng@ergo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; **Admin A <admin-a@lkkauto.com>;** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Melody Teoh <melody.teoh@ergo.com.sg>; Admin <support@insurlogic.net>

Hi Hanyang

Please assist on Melody's behalf, thank you.

Hi LKK,

Kindly input our [Claims ref no.](#) in Merimen upon case submission.

Please conduct this survey request.

**(Note: Survey vehicle only, LOD will be handled by Ergo)**

Kindly inform us if you are not able to attend it.

Thank you.

Warmest Regards,  
Pauline Soh  
Executive

**ERGO Insurance Pte. Ltd.**

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

DID.: +65 6829 9194

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Wednesday, 12 October 2022 10:21 am  
**To:** Pauline Soh <pauline.soh@ergo.com.sg>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>  
**Subject:** RE: [EXT] ERGO REF. CDMCG22002057 | REQUEST FOR DIRECT SETTLEMENT FOR SMV9935Z & GBM9991M ON 04-10-2022

Good Morning Pauline ,

Please revert on liability status ?

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

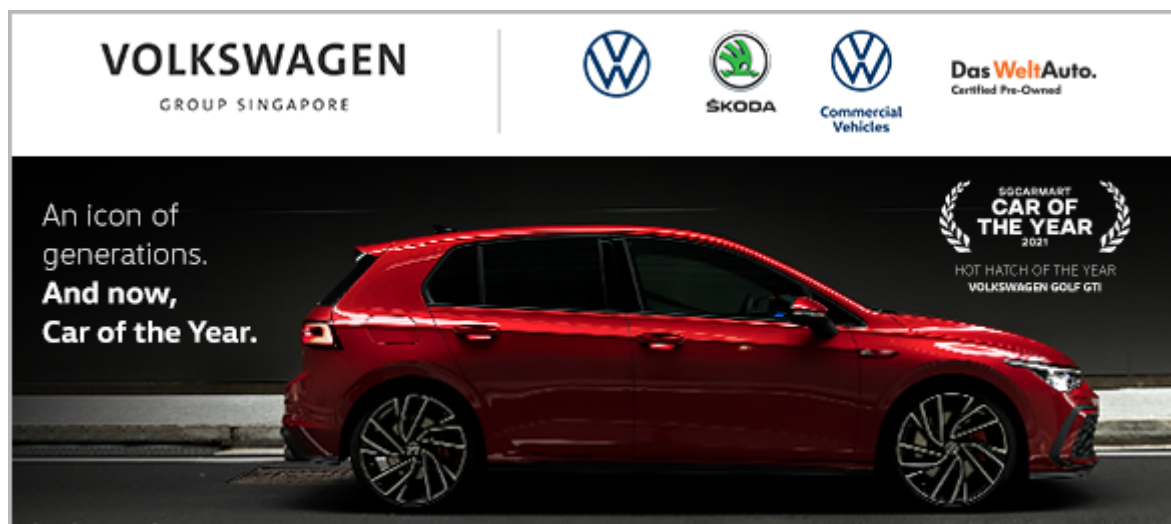
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)

<https://www.volkswagen.com.sg/>



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**From:** Wong Meiy (VGS - SG/Singapore)  
**Sent:** Tuesday, 11 October 2022 5:43 pm

**To:** Pauline Soh <[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Hui Wen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>  
**Subject:** RE: [EXT] ERGO REF. CDMCG22002057 | REQUEST FOR DIRECT SETTLEMENT FOR SMV9935Z & GBM9991M ON 04-10-2022

Dear Pauline ,

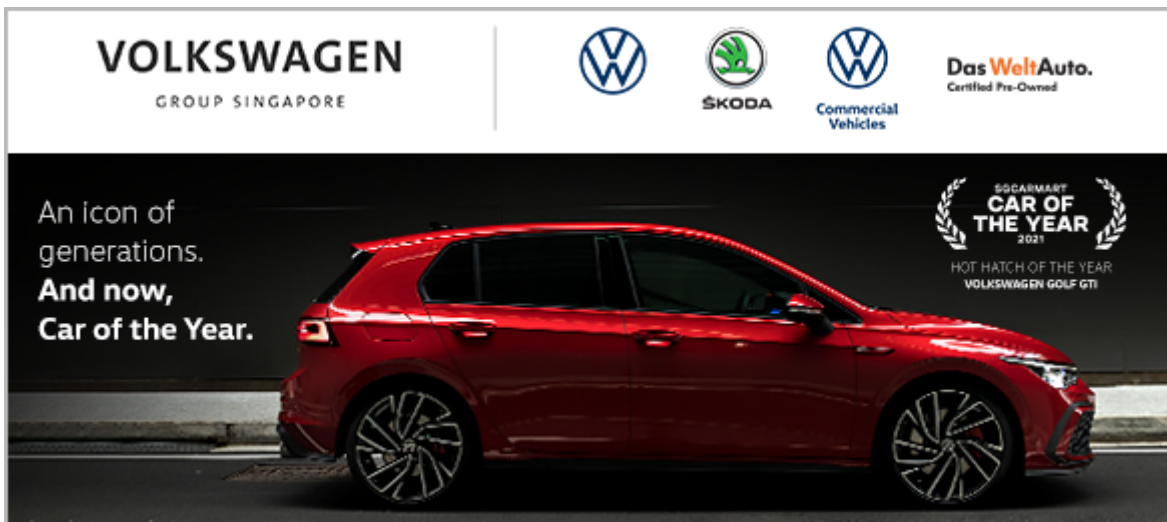
Please assigned to LKK ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7216  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)  
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**From:** Pauline Soh <[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg)>  
**Sent:** Tuesday, 11 October 2022 5:35 pm  
**To:** Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Subject:** [EXT] ERGO REF. CDMCG22002057 | REQUEST FOR DIRECT SETTLEMENT FOR SMV9935Z & GBM9991M ON 04-10-2022

Dear Meiy,

We would like to conduct a PRI survey, please refer to our list of surveyors :

Survey Company	Surveyor Name
Priority Services	Jeffrey Ong
LBS	Mohd Fadhilah
Autoprobe	Tay Beng Hee
Perfect Automobile	Gary Chuah
AIS	Looi
Formteam (FTA)	Gary Soon
Genesis (Temp unavailable)	Roy (Temp unavailable)
LKK	Byran / Andrew Ling
Precise Appraiser	Anthony Lim

Warmest Regards,  
Pauline Soh  
Executive

#### ERGO Insurance Pte. Ltd.

8 Temasek Boulevard #04-01 | Suntec Tower Three | Singapore 038988

DID.: +65 6829 9194

[pauline.soh@ergo.com.sg](mailto:pauline.soh@ergo.com.sg) | [www.ergo.com.sg](http://www.ergo.com.sg)



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**From:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>

**Sent:** Wednesday, 5 October 2022 10:35 am

**To:** ERGO Insurance Pte. Ltd. (Claims Department) <[claims@ergo.com.sg](mailto:claims@ergo.com.sg)>

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Hui Wen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR SMV9935Z & GBM9991M ON 04-10-2022

Re-send :

Dear Claims,

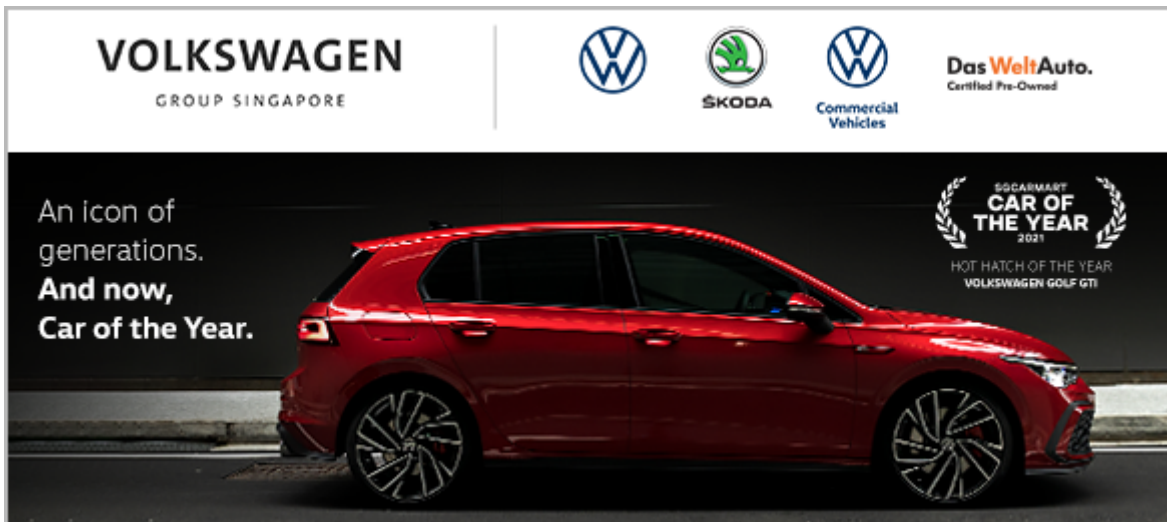
Please revert on liability and help to arrange 07-10-2022 Friday ,3.30pm , at Alexandra.  
Please revert to confirm ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7216  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)  
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**From:** Wong MeiY (VGS - SG/Singapore)  
**Sent:** Wednesday, 5 October 2022 9:26 am  
**To:** [claims@ergo.com.sg](mailto:claims@ergo.com.sg)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Hui Wen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR SMV9935Z & GBM9991M ON 04-10-2022

Dear Claims,

Please revert on liability and arrange survey on 10-10-2022 , 2pm , at Alexandra.  
Please revert to confirm ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

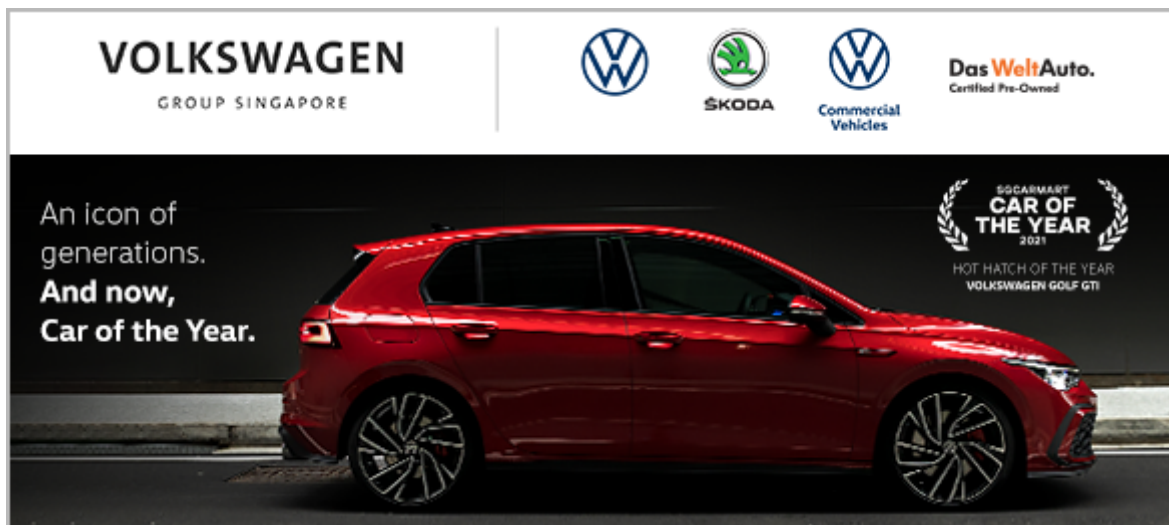
Direct line: +65 6305 7216

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