

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]

Sent: 08 April 2014 19:14

To: 'Martin Jenkin'

Subject: RE: [1] Simon Cordell Logbook

Dear Martin

After the call I made to you today and what we spoke about please see the email that you asked me to write.

As said on the phone today and as you are well aware Simon did not think any Vehicles was on the database and had to carry his policy around from the start of his policy with KGM as each time he was pulled by police nothing showed as him being insured, so as you are aware the police and Simon had to call you many times when Simon was pulled by police to confirm with the police that he was in fact insured.

So as to what the claims department are saying about the Vehicle being on the database how was Simon have meant to know about this to have called to take off any Vehicles?

Simon did not know there was an error on the database due to it being inputted wrong on the database form, so it was showing up on the insurance database but not he mid database due to this error, so how was he meant to be aware of this fact.

He was only made aware of this in late November 2013 when some issues came up that Kelly Tiller of KGM was dealing with. It was at this point his car started showing up on the mid so KGM had fixed this, but no other Vehicles, was showing up on the mid database until it was corrected in Jan 2013 by KGM. I do believe now it was something to do with a space being placed within the numbers of the reg of the Vehicles, the insurance database accepts this but the mid database does not. But this is documented well in emails.

Also why has KGM never sent me any letters of this claim being held against me? there was a call from KGM about the Sep 2013 but I told the person who called I did not own the Van at that time I was asked to send in the bill of sale and I did, after this I did not hear anything else about this so was thinking everything was ok until it was time for my renewal it was only at this point I was told about this claim being on my insurance, It is also well known you have my mums phone number which is on file which is 0208 245 7454 and there is always someone at home so if there was any issues why no phone calls or any letters about this? But also I am sure there should have been a letter sent about this claim and there has never been any letters sent.

There are some more issues and that is the claim for Dec 2013 when Simon was taking my car to service it. As you are aware KGM even said Simon was not covered by his trade policy and you had to call them and sort this issue out.

But that still does not cover the fact Simon has made many calls and also sent emails about this claim. Which we still have not heard anything back about also there has been no letters sent about this claim also.

The last time he called he was told that someone would be sent out to take a report for this claim yet again there have been no phone calls or letters to set this up so a report can be taken.

There is also a problem that on the 09/12/2013 when he called to report this he gave over a witness information IE Name and her phone number which on the last call that was made they did not seem to have any information as to the witness information I have checked my phone bill and the call was made please see below.