

He came back on the phone and said but why is this claim not going through my insurance I said why should it as I was not driving it on the 09/12/2013 it was covered under Simon Trade insurance as he was taking it to be serviced.

At this he said that Simon was not covered to drive my car to service it under his trade insurance, I told him what was the reason for having this trade insurance if Simon was not insured. I then went on to say about some months back when I myself talked to the claim hander Miss Alana Foster and she said this also. And that you had contracted the underwriters and sorted this out and Simon was in fact insured. He said he was going to have to contract the underwriters and conform this. At this I was really not happy and told him does your teams do there work correctly as to me there is no communication between KGM departments. I told him on the phone I was going to again contract you and again sort this mess out as if there still saying Simon was not insured then they sold him the wrong insurance policy. At this he said to me don't do that just wait till I get back to you today or tomorrow.

There is a lot more that has been said but this is just a little outline.

Sorry Martin there is such a mess with KGM they don't seem to know what they are doing and this is having a great affect on Simon life and more costs due to his insurance costs, and the fact now he has to go to court around 6 times for no insurance when he was in fact insurance and his insurance was paid for.

Can you please try to deal with this mess? And take a look at the email that I have attached for the claim of 14/09/2014 I don't see why Simon no claims is being withheld due to KGM not doing there job and also having the new insurance closed due to this fact and you having to open a new one this is really looking bad on Simon and he has done nothing wrong here.

Also can I ask something about Simon New insurance does it cover him for his window screen on his car?

Can you please give us an update for all this and sorry for the long email.

Regards

Lorraine