

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]  
**Sent:** 21 January 2015 22:51  
**To:** 'Austin, Andrew'  
**Subject:** RE: MT3574694

**Attachments:** S Cordell Cert.\_KGM\_ 2013-2014 \_Colour.pdf; Information we need.pdf  
Dear Andrew

Please see attached Insurance, which will show you full details of his insurance policy and dates covered.

Yes, we do want full disclosure so this matter can be sorted out by the court and I can send the information over to the CPS for the case of the 14/11/2013 where the police officer told KGM I had tools in my van to void my insurance. Kelly Tiller from the trade section and Jessica know fully what went on and it was Jessica that took the phone call from the police officer. After this I believe Kelly Tiller took over dealing with my policy and she was the one that had the say to cancel my policy and she was the one that believed the police until I went to the police compound and spoke to the manager there where he spoke to Kelly Tiller. If I had not done this Kelly Tiller would have cancelled my policy of insurance and I have all the emails to prove this.

After Kelly Tiller found out I was not lying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller more than once to send me the information and put data requests in which was not replied to. Now I have been found guilty when Kelly Tiller knows the truth that there was no tools and the police officer lied to KGM on the phone call.

I am the one that has suffered over all this not just on this case but all the times I have been taken to court for no insurance over the year my policy ran with KGM due to it not showing on the MID database.

You should have all the emails already from Broadsure Direct and many were sent by them to KGM as I was told KGM could not talk to me and I had to deal with Broadsure Direct about my policy. Martin Jenkins from Broadsure Direct should also have copies of all emails as I do.

I have spoken to DVLA today and asked for the data of how many times points were put on my licence due to not getting summons from police and then dealing with cases I knew nothing about and then I had to get the cases reopened, I have to write them a letter and they will send the data I have asked for in the post.

I do have a lot of letters which I will sort out scan and send over. But the 1<sup>st</sup> part I want to deal with is the court case I was found guilty at and have put an appeal in that is the most important to me right now.

We can deal with everything else once I get all the data scanned as there is really a lot and it was all due to KGM not sorting out why my insurance was not showing on the MID database. The seizures alone have left me out of pocket by around £1700.00. That is without all the days I have not been able to work due to my driving licence being messed up and showing points for no insurance. All the time going back and forward to the compound to collect my vehicles, and everything else I have had to deal with the courts when in fact I had done nothing wrong.

I have tried to deal with this for months and months without going to the ombudsman and KGM has taken no notice, it has taken me to go to the ombudsman for KGM to take any notice and I don't feel anyone would be happy with this sort of service from KGM let alone any company doing this and causing someone so much suffering.