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From: Austin, Andrew [mailto:Andrew.Austin@canopius.com]  
Sent: 21 January 2015 16:13  
To: 'Lorraine Cordell'  
Cc: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Subject: RE: MT3574694

Dear Mr Cordell,

I have detailed the process for requesting information under the subject access request and if you wish to proceed with this please confirm.

In the meantime I am keen to assist you if I can in confirming when cover was in force.

Please can you confirm if there is a contact number I can call you or your Mother on and a time that is acceptable so that I can try and help resolve this particular issue for you.

I look forward to hearing from you with this information.

Regards,

Andrew Austin

Deputy Underwriting Operations Manager | KGM Motor Insurance

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
Sent: 21 January 2015 13:22