

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: 'Wood, Peter'
Cc: 'Andrew.Austin@canopius.com'; 'complaints@lloyds.com'
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.