

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopus.com]
Sent: 23 January 2015 17:19
To: Lorraine Cordell
Subject: FW: FW: MT3574694

Dear Mr Cordell,

Unfortunately Andy has been called away due to a family emergency, in his absence I have picked this matter up.

The first order of business to my mind is dealing with the Court case, can you confirm when the date has been set for the hearing please? My thought is that we provide a Letter of Indemnity that basically confirms that you had a valid policy in force between said dates and on what vehicles, this should satisfy the Courts but if they need anything else we will be happy to assist, just let me know what you require.

I understand you were stopped several times and had vehicles seized, you are in the process of obtaining evidence of these vehicle seizures and the costs incurred by you as a result for us to consider compensation. When you have gathered this please forward the evidence to us as soon as possible.

There is also the matter of your Data Subject Access Request. I have spent some time today tracking down recorded calls and various communications and have notified our Data Protection Officer of your request. I can see that you have made a request, any request should correctly be sent on for the attention of the Data Protection Officer along with a £10 fee. Your request was addressed generally to KGM with no fee and it would appear not actioned. The underwriter dealing with your request should have asked immediately for the fee payment and escalated your request accordingly. This was not done for which I must apologise, as a result we will waive the fee requirement and I would confirm this is now in hand.

We have yet to issue a final response to your complaint and I would assure you we will do this as soon as we have received your response to the above points.

Regards

Peter Wood
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: Andrew.Austin@canopus.com <Andrew.Austin@canopus.com>
Subject:FW: MT3574694

Dear Andrew