

until our full investigations have been finalised.

Can you please confirm how you wish to proceed with that request.

Should you not be in receipt of any of the letters I refer to above, please advise me and I will ensure copies are sent to you immediately.

I await your reply

Andrew Austin

Deputy Underwriting Operations Manager | KGM Motor Insurance

Member of the UK Specialty Division of Canopus Group
KGM House | 14 Eastwood Close | London | E18 1RZ

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]

Sent: 21 January 2015 11:31

To: Austin, Andrew

Cc: complaints@lloyds.com

Subject: RE: MT3574694

To Whom It May Concern:

I am writing due to the complaint I put in. I have forwarded emails to Broadsure Direct and spoken to Broadsure Direct who took the policy of insurance out policy no: MT3574694

I have been asking for information from KGM since 2013 and have heard nothing back.

When the policy was taken out there was some reason it did not show up on the MID database Broadsure Direct and KGM was aware of this.