

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 22 January 2015 15:55  
**To:** 'Andrew.Austin@canopus.com'  
**Cc:** 'complaints@lloyds.com'  
**Subject:** RE: Notification Case No 8079/2014 - MT3574694  
**Attachments:** Information we need.pdf

Dear Andrew

Please see the below email from Mrs Cheryl Shannon, Case Officer, Complaints, Lloyd's and my reply.

I said to her I am willing to give you 7 days to get the information, We have been asking for to clear my son's name at court.

Please see attached for information we need.

Regards

Lorraine Cordell

---

**From:** Complaints [mailto:complaints@lloyds.com]  
**Sent:** 22 January 2015 15:04  
**To:** 'Lorraine Cordell'  
**Subject:** Notification Case No 8079/2014 - MT3574694

Dear Mrs Cordell,

Thank you for your email and for speaking to me this afternoon.

Just to clarify our conversation, you wish to allow KGM 7 days to supply you with the Subject Access Request and call recordings as requested by you.

You wish to continue to copy us in correspondence for our records only and that we will not escalate your complaint to a Lloyd's review unless you instruct us to.

Kind regards  
Cheryl

Mrs Cheryl Shannon  
Case Officer  
Complaints  
Lloyd's  
Telephone +44 (0)1634 39 5693  
[www.lloyds.com](http://www.lloyds.com)

**SAVE PAPER - THINK BEFORE YOU PRINT**

---

**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 22 January 2015 14:10  
**To:** Complaints  
**Subject:** RE: Notification Case No 8079/2014 - MT3574694

Dear Mrs Cheryl Shannon