

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  
UK Specialty Operations Manager |  
UK Specialty Division of Canopus Group  
KGM House | 14 Eastwood Close | London | E18 1RZ  
D +44 (0) 20 8530 9120 | [www.kgminsurance.co.uk](http://www.kgminsurance.co.uk) | [www.canopus.com](http://www.canopus.com)

From: Lorraine Cordell <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)>  
To: [Andrew.Austin@canopus.com](mailto:Andrew.Austin@canopus.com) <[Andrew.Austin@canopus.com](mailto:Andrew.Austin@canopus.com)>  
Subject:FW: MT3574694

Dear Andrew

Please see attached Insurance, which will show you full details of his insurance policy and dates covered.

Yes, we do want full disclosure so this matter can be sorted out by the court and I can send the information over to the CPS for the case of the 14/11/2013 where the police officer told KGM I had tools in my van to void my insurance. Kelly Tiller from the trade section and Jessica know fully what went on and it was Jessica that took the phone call from the police officer. After this I believe Kelly Tiller took over dealing with my policy and she was the one that had the say to cancel my policy and she was the one that believed the police until I went to the police compound and spoke to the manager there where he spoke to Kelly Tiller. If I had not done this Kelly Tiller would have cancelled my policy of insurance and I have all the emails to prove this.

After Kelly Tiller found out I was not lying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more than once to send me the information and put data requests in which was not replied to. Now I have been found guilty when Kelly Tiller knows the truth that there was not tools and the police officer lied to KGM on the phone call.