

From: Wood, Peter <Peter.Wood@canopius.com>
Sent: 23 January 2015 17:19
To: Lorraine Cordell
Subject: FW: FW: MT3574694
Attachments: S Cordell Cert._KGM_ 2013-2014_Colour.pdf; Information we need.pdf

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
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: Andrew.Austin@canopius.com <Andrew.Austin@canopius.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.

I am the one that has suffered over all this not just on this case but all the times I have been taken to court for no insurance over the year my policy run with KGM due to it not showing on the MID database.

You should have all the emails already from Broadsure Direct and many was sent by them to KGM as I was told KGM could not talk to me and I had to deal with Broadsure Direct about my policy Masrtin Jenkins from Broadsure Direct should also have copies of all emails as I do.

I have spoken to DVLA today and asked for the data of how many times points was put on my licence due to not getting summons from police and then dealing with cases I new nothing about and then I had to get he cases reopened, I have to write them a letter and they will send the data I have asked for in the post.

I do have a lot of letters which I will sort out scan and send over. But the 1st part I want to deal with is the court case I was found guilty at and have put an appeal in that is the most important to me right now.

We can deal with everything else once I get all the data scanned as there is really a lot and it was all due to KGM not sorting out why my insurance was not showing on the MID database. The seizers alone have left me out of pocket by around £1700.00. That is without all the days I have not been able to work due to my driving licence being messed up and showing points for no insurance. All the time going back and forward to the compound to collect my

vehicles, and everything else I have had to deal with the courts when in fact I had done nothing wrong.

I have tried to deal with this for months and months without going to the ombudsman and KGM has taken no notice, it has taken me to go to the ombudsman for KGM to take any notice and I don't feel anyone would be happy with the this sort of service from KGM let alone any company doing this and causing someone so much suffering.

It was one of the police in the end at the compound who in the end worked out why it was not showing up on the MID and that was because there had been a space put within my Reg Numbers. It was that bad two police compounds new me and said each time not again.

As you can see, I am not very happy about all of this but I do not think anyone would be when they paid for there insurance and had done nothing wrong to suffer all this.

Therefore could you please get the information I need to send to the CPS, I have written what was needed from Nov 2014 and way before this, and it still has not been sent and I have this hanging over my head. I did not just get points on my licence I got disqualified from driving for 6 months due to repeat offending of no insurance please tell me why when I have paid for my insurance from KGM? The reason it has not been enforced is due to me putting an appeal in.

You can contact my mother on 0208 245 7454 or 07961 833021

Regards

Simon Cordell

From: Austin, Andrew [mailto:Andrew.Austin@canopus.com]
Sent: 21 January 2015 16:13
To: 'Lorraine Cordell'

Cc: complaints@lloyds.com

Subject: RE: MT3574694

Dear Mr Cordell,

I have detailed the process for requesting information under the subject access request and if you wish to proceed with this please confirm.

In the meantime I am keen to assist you if I can in confirming when cover was in force.

Please can you confirm if there is a contact number I can call you or your Mother on and a time that is acceptable so that I can try and help resolve this particular issue for you.

I look forward to hearing from you with this information.

Regards,

Andrew Austin

Deputy Underwriting Operations Manager | KGM Motor Insurance

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www.kgminsurance.co.uk | <<http://www.canopus.com/>> www.canopus.com

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

Sent: 21 January 2015 13:22

To: Austin, Andrew

Cc: complaints@lloyds.com

Subject: RE: MT3574694

Dear Andrew

I will forward this to you within a few days I will ask the police compound to do a full print out as to all the tickets as I believe there is a few missing.

I do have around 6 of the tickets here when the vehicles were sized I also do have court letters, and letters from DVLA, which I will forward over to you once I have scanned then in so please give me a few days and I will get back to you with this information as there is a lot of data..

The main one at this time I am worried about is the case where the vehicle was sized due to the police lying and me being found guilty at court you did have an email on the 30 November 2014 about what was needed and I do have the court letter showing I was found guilty and about the appeal.

This data should have been given under the Subject access request under the Data Protection Act 1998 I put in, so was wondering what you can do about this and if you will need a new Subject access request under the Data Protection Act 1998 I have already sent 3 in so to do a 4th I do not feel I should need to do.

KGM have in fact not followed the protocol for the Subject access request under the Data Protection Act 1998 which has been put in 3 times already to KGM, I will be addressing this with the Information Commissioner's Office as I do not see any reason you would have to stop the information I have asked for under this act to prove I was not in fact guilty of no insurance.

And now say to deal with this you need information from me. I can understand you want the information for the complaint that has been put in, but not the information I asked for to show I was in fact I was insured for an appeal that is ongoing. And in fact would not have been ongoing if the Subject access request under the Data Protection Act 1998 as I would not have been found guilty.

I would like the data sent to the court as soon as possible in regards to this so they can look at the facts and see if fact I was insured so there should be no need for the appeal to go ahead with more of my time wasted going to court.

Regards

Simon Cordell

From: Austin, Andrew [mailto:Andrew.Austin@canopus.com]
Sent: 21 January 2015 11:54
To: 'Lorraine Cordell'
Subject: RE: MT3574694

Dear Mr Cordell

Thank you for your email.

My letter dated 22/12/14 requests the following documentary evidence from you

With regards to any losses that may have been incurred as a result of the above, I confirm as detailed in my previous letter, I require the following:-

1. Confirmation of the points you raised to the Financial Ombudsman when you verbally submitted your complaint and the outcome you are looking to achieve.
2. Full details of the losses that you have incurred as a direct result of your complaint and full documentary evidence supporting this.
3. Confirmation of dates of any convictions or costs imposed directly as a result of your complaint, including full documentary evidence supporting this.

Once I receive all of the above I will be happy to consider this further.

With regards to your subject access request. My letter of the 9/12/14 advised the following:-

Following our initial investigations we note that you submitted a subject

access request to your Broker. Should you wish to proceed with this, please can you formally request this in writing to our Data Protection Officer at the address detailed at the foot of the letter including a cheque payable to KGM Insurance for the sum of £10.00. Alternatively, you may wish to wait 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.

Due to this fact I had my vehicles were sized a number of times I believe 8 or 9 times in all, where I had to pay the costs to get my vehicles out the compound each time. In the week when I was pulled by police it was not so bad as the insurance company was opened so when I showed the police my policy they could call the insurance company.

The seizures happened mostly at the weekend mostly due to the insurance company being closed and the police could not talk to anyone even when I had my policy on me at all times to prove I did in fact have insurance.

I made many calls to the police, Broadsure Direct, KGM and the people who run the MID database but the issue did not go away and my vehicles still did not show up on the MID database.

There was also a time in Nov 2013 when my van was sized this was due to KGM telling the police I was not insured due to the police telling KGM that I had tools in my van. Which was a lie by the police as I did not have anything in my van. Kelly Tiller from the trade section was dealing with this and a few days later I got a letter from KGM saying they was going to cancel my policy. As you can understand I was very upset over this as I had done nothing wrong.

At this times lots of calls was both made to KMG and Broadsure to stop the cancelation of my insurance policy, I spoke to Kelly Tiller many times but she believed the police and I had no say in the matter. The police was off duty so I could not speak to them and Kelly Tiller was saying unless I could prove I did not have any tools in my van then the insurance policy would be cancelled which was very unfair as I had done nothing wrong I new I never had any tools.

But I also asked Kelly Tiller did the police tell her what tools was meant to be in my van, to which she said no. KGM was not even aware I had mechanics trade on my policy so if my mechanics tools had been in my van at the time my insurance would still have been cancelled which to me what was the point in having insurance?

I then spoke to a wonderful operator at the police when I called told her what had gone on and was told by her to go to the police compound as when

any vehicles are taken there they have to do a full list of items that are in the vehicles as they are in fact legible if something goes missing. Over that weekend I sent emails to the compound and forwarded them to Broadsure as my insurance was due to be cancelled on the Monday. On Monday I got an email from Broadsure direct asking me to go to the compound as Kelly Tiller had no luck getting a reply from them also, and once there to call Kelly Tiller due to the time on the Monday I got the email it would have been to late to go the compound and get a call to Kelly Tiller as she would have ended work for that day so I sent an email saying I would be going there early the next morning.

I went the next day and asked to speak to the manger of the compound who in fact looked up my van and said nothing was in there, there was not tools I called Kelly Tiller and the manager of the compound spoke to her and confirmed there was nothing in the van when it was taken there by police and that I had put thing in the van when I had taken it out of the compound.

At this point Kelly tiller believed me and said the policy would not be cancelled. But on my way back from the compound driving my phone ring and I stopped to pick it up and it was Broadsure direct saying my policy had in fact been cancelled I was very upset at this and told them what had happened, I was asked to hold on they was called KGM back and would call me right back. I waited till Broadsure direct called me back and confirmed my insurance policy had not been cancelled then drove home.

From this point I have been asking for all information and putting data protection acts in which have not been dealt with and I have heard nothing from KGM.

I have been back and forward to court due to no insurance and in fact 4 cases I did not get any summons so was in fact found guilty as I did not know it was even going to court.

I have had points put on my driving licence for no reason and had to go back and forward to court many times when this should not have been the case.

Then the case come up for the seizer when the police said I had tools in my van I went to court with all my documents but due to not having the information I had asked for from KGM many times about that case I was found guilty. I am very upset about the whole policy with KGM. I have put an appeal in and this case will be going to crown court I have again asked for

information and again heard nothing. These matters need to be addressed as I am suffering due to all of this.

Martin Jenkins at Broadsure Direct knows everything that has gone on as he was my main contact.

I also have all the emails the last one that I will enclose again, which I have heard nothing about and the 1st Subject access request under the Data Protection Act 1998 that I sent on the 26/11/2013. I did in fact send the Subject access request under the Data Protection Act 1998 about time times and asked Martin Jenkins to look into why I had heard nothing about more than once.

Once I get the appeal date for crown court I will ask the court to summons the people at KGM to deal with this matter as they know I was insurance and did nothing wrong and the police lied. All I have asked for is the data so there will be no need to summons people this way I can send the section 9 witness statements over to the crown and the other information and this case should be dropped against me.

It just seemed that KGM does not want to do anything and give me the information I need to prove in fact I was insurance and the police lied to KGM to in fact make it that I was not insurance.

There is a lot more I could say about the insurance I had with KGM but this insurance policy was my worse nightmare. It has messed my clean driving licence up and in fact got to the point I could not drive so could not work. Due to the fact, KGM could not send me the information over that was needed to prove I did have insurance.

If you need o can send over all the emails that has been sent back and forward to Broadsure who sent them to KGM.

I have lost a lot of money, and time due to this insurance policy I have had to pay for my vehicles to be taken out of the police compound around 8 to 9 times at a cost of £180.00 to £200.00 a time. All the lost of work due to having to take time to go to the police compound, and all the times I have had to go to court for no insurance when in fact I had insurance. And points put on my driving licence to the fact I could not drive, this has all been costs to myself.

My Mother Lorraine Cordell has also written many of the emails and is fine with dealing with this issue.

Regards

Simon Cordell

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MOTOR INSURANCE
Member of Canopus Group

Certificate of Motor Insurance

- | | |
|--|---|
| 1. Name of Policyholder | Mr SIMON CORDELL |
| 2. Policy Number: | MT3574694 |
| 3. Registration Number of the Vehicle: | Any motor vehicle the property of the Insured or in their custody or control |
| 4. Effective Time and Date for Commencement of the Insurance for the purposes of the Relevant Law: | 0:01 23 February 2013 |
| 5. Expiry Time and Date of the Insurance: | 23:59 22 February 2014 |
| 6. Persons or classes of persons entitled to drive: | Mr SIMON CORDELL |
| 7. Limitations as to use (subject to the exclusions listed below): | Use for social domestic and pleasure purposes. Use for Motor Trade purposes. |
| 8. Exclusions: | The Insurance does not cover use for racing, pacemaking or speed competitions or the carriage of goods or passengers for hire and reward or to secure the release of any motor vehicle, which has been seized by or on behalf of any government or public authority, which was not the property of the policyholder or in his custody or control at the time of seizure. Use solely for breakdown purposes or use under a trade plate for the carriage of goods for demonstration purposes in accordance with the regulations applicable to Trade Licences is not deemed to be use for hire or reward. |

We hereby certify that the insurance to which this Certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Guernsey, the Island of Jersey and the Island of Alderney. For and on behalf of the Underwriters subscribing to

KGM Motor Insurance

N Manvell

Neil Manvell, Active Underwriter

AUTHORISED INSURERS, KGM House, 14 Eastwood Close, London, E18 1RZ.

NOTES:

Please ensure that the details shown on this document are correct and that the cover meets your requirements. If in doubt consult your Broker or Agent.

The Certificate relates to Road Traffic Act cover only, for full details of the cover reference should be made to the insurance document and schedule.

This certificate is not transferable to a new owner of the vehicle.

If the insurance is to be suspended or terminated this Certificate must be returned to your broker/agent or to the underwriters.

ADVICE TO THIRD PARTIES:

Nothing contained in this certificate affects your rights as a Third Party to make a claim.

PROCEDURE IN THE EVENT OF AN ACCIDENT:

If your name and address are not taken at the time of an accident you must report the accident at a Police Station as soon as reasonably practical, but in any event within 24 hours.

The accident must be reported immediately to our claims lines (see claims procedure leaflet with your policy).

Do not admit liability or make any offer or promise to Third Parties.

Take names and addresses of all persons who witness the accident or arrive on the scene immediately thereafter.

WARNING: This certificate has been prepared using a laser printer and is not valid if altered in any way.

Broker: **DB261**

BROADSURE DIRECT

Date of Issue: **04 March 2013**

LLOYDS Underwriters

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 30 November 2014 14:47
To: 'Martin Jenkin'
Subject: RE: REF: 00-COSX14MT07-ID<80> OpenAttach Documents
Hi Martin

Thank you for getting back to me about this matter, and for you contacting KGM and getting this addressed, please see the below information that will be needed. We will also still need the section 9 witness statement from you.

The below section is what will be needed from KGM.

Section 9 witness statement from:

- Jessica about the call that she took, from the police officer who called KGM after Simon Cordell was stopped on the 14/11/2013. This statement will include what was said on the phone call by the police officer and what Jessica said to the police officer this would also include what sort of tools the police officer said there was in the van. Any other information as to the date of the 14/11/2013 and after this date as to any dealing Jessica had with the stop on the 14/11/2013.
- Copy of all phone recordings between the police officer, and Jessica on the date of 14/11/2013.
- All phone recordings of any calls that were made, to KGM from Simon Cordell or Lorraine Cordell to try to stop his insurance policy being cancelled and to address the stop that was made on the 14/11/2013.
- The phone recording of when Kelly Tiller had asked Simon Cordell to go to the police compound, and get someone from the compound to call Kelly Tiller about the list of tools that was meant to have been in the van when the police stopped Mr Simon Cordell on the 14/11/2013. I believe Simon Cordell went to the police compound on the 26/11/2013 and this is where the manager of the compound and Simon Cordell spoke to called Kelly Tiller and confirmed there was in fact no tools in the van.
- Copies of all emails that were sent from KGM to Broadsure and Broadsure to KGM with regard to the police stop of Simon Cordell on the 14/11/2013. This would include all emails of dates after the 14/11/2014 when Simon Cordell was trying to stop his insurance policy from being cancelled and was trying to address this matter of what the police had said about there being tools in his Van which was why the insurance policy was going to be cancelled.

Section 9 witness statement from:

- Kelly Tiller as to any dealing she had with the police stop on Simon Cordell on the 14/11/2013. This would include all dealing with Broadsure about this matter and any calls that was made to her by Simon Cordell and Lorraine Cordell, and any calls Kelly Tiller made about this matter about the cancellation of the policy and the stop by the police on the 14/11/2014 until this issue was addressed.
- This would also include all details of the call that was made by the police compound to Kelly Tiller on the 26/11/2013 to prove there were no tools in the van. Which in turn stopped the cancelation of the insurance policy as I believe the reason for the cancellation was due to Kelly Tiller saying he had voided his insurance due to there being tools in the van.
- Full details as to why the insurance policy was going to be cancelled and what Mr Simon Cordell was meant to have done wrong which would have in fact made his insurance policy void.

- Full details as to why in the end the insurance policy was not cancelled and the reasons for not cancelling which was due to Mr Simon Cordell going to the police compound and the police compound confirming to Kelly Tiller over the phone there was in fact no tools in the van.
- The reason why until Jan 2014 that Mr Simon Cordell's insurance did not show up on the MID database.
- Confirmation Simon Cordell did have insurance to drive on the 14/11/2014 and did not void his insurance in any way.
- Why Kelly Tiller did not deal with all the data protection requests that had been submitted to KGM, under the data protection act 1998 subject access request, as if this had been done Simon Cordell would not be in the court system for this case.

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 28 November 2014 14:36
To: 'Lorraine Cordell'
Subject: RE: REF: 00-COSX14MT07-ID<80> OpenAttach Documents

Lorraine,

I have spoken to the manager at KGM and he has advised Andy Austin is detailing with the case.


They have asked for a clear email for me to send to them of your requirements.

Please could you email what is required for me to forward on!

(unfortunately Kelly is on annual leave at present)

Regards

Martin Jenkin
DDI 01843 598744

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567270

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Broadsure Direct - Telephone number: 01843 594477 - Fax Number: 01843 594488

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