Created in the year of

2012

2013

2014

2015

2016

2017

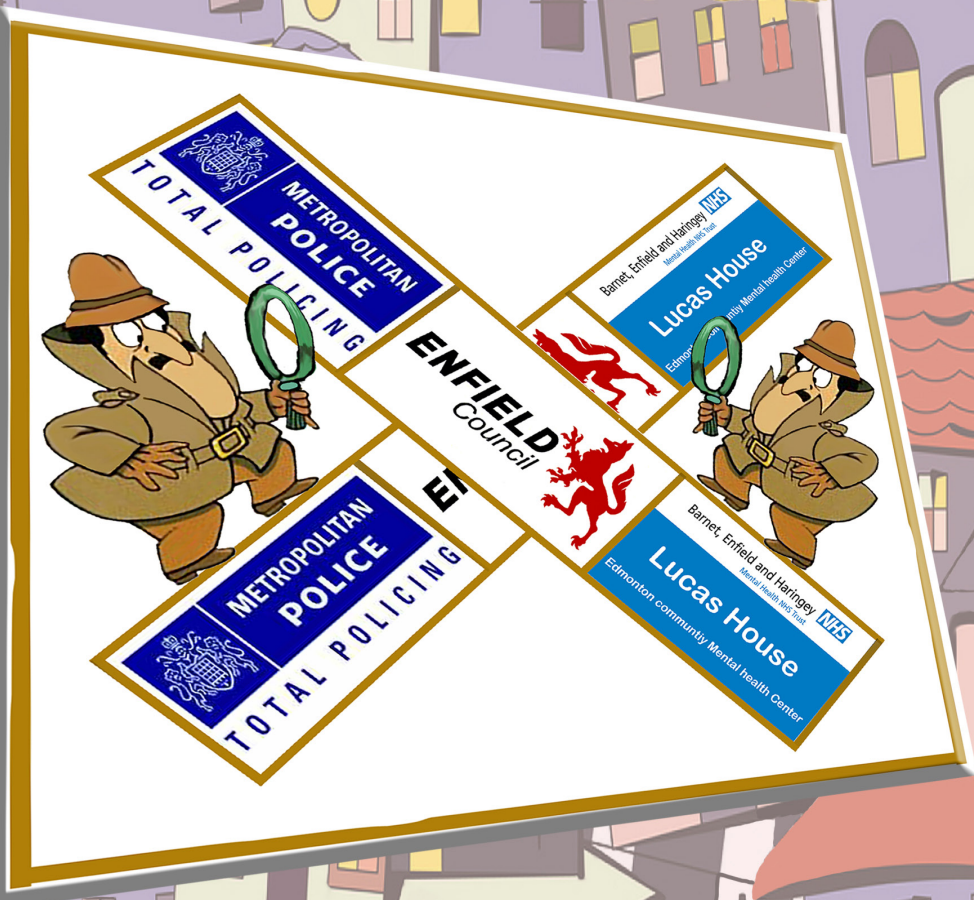
2018

METROPOLITAN POLICE
TOTAL POLICING

ENFIELD Council

Barnet, Enfield and Haringey NHS
Mental Health NHS Trust
Lucas House
Edmonton communtiy Mental health Center

Emails / Evidence & More Emails = ?



Created & Authored by:

Too Many!

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	1st Asbo me to Mother	21/02/2016	21:03	1362	613
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	Lemmy Nwabuisi RE Simon Cordell Notice of Seeking Possession	28/07/2017	13:53	1885	985,986

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 01 October 2014 15:35
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Can you please get back to me by email with an update as to Simon insurance and where it stands after the call you made to me yesterday 30/09/14 you said you was going to get back to me with what was acceptable as a payment option.

Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 30 September 2014 15:04
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hello Martin

After Simon has just got off the phone to you and you saying to him that the full amount would need to be paid to keep the insurance in place or 2 payments at £700 to keep it in place.

I fill that this is way to much to ask I have a letter here dated the 26/09/2014 saying that he has 7 days from that date before the insurance is closed.

There has been so many errors with his insurance even to the fact we never got any documents for ages as they was left in the fill and forgot to be sent out. So for ages we never had any documents so did not know when any payments was due.

As you are also aware my mother passed away and the family has been dealing with that also.

There has been many emails that have been sent to Broadsure and many problems over the last 2 years.

Even to the fact from April 2014 when Simon started a next insurance policy that all went wrong also by no fact of his own, and you making a payment to the said company I fill should never have been made.

Please can you say what is going on with the insurance policy and if instalments can be made and by how much as ATM there is no way after paying for a funeral that 2 payments of £700 can be made.

Can you also send him over his no claims bonus?

Regards

Lorraine

From: Martin Jenkin [martinjenkin@broadsuredirect.com]
Sent: 01 October 2014 16:20
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Hi Lorraine,

I am currently looking to see if I can re setup the direct debit on a recourse basis,

I will be back in contact shortly Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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

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Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 02 October 2014 09:32
To: 'Martin Jenkin'
Subject: RE: Simon Cordell Hi Martin

Thank you

Regards

Lorraine

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To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

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cid:image001.png@01CC9FAC.(

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Regards

Lorraine

Subject: Fwd: CHILD PROTECTION LEVEL 1 [SEC=UNCLASSIFIED]

From: Luvinia De-Tervillee (lou.demseventmanagement@gmail.com)

To: re_wired@ymail.com;

Date: Tuesday, 7 October 2014, 8:32

Hi Hun!

I said yes for both of us. Hope you don't mind

Regards
Luvinia De-Terville Co-ordinator & Manager
D.E.M.S

De-Terville Event Management Services Mob:
07951330467
Email: lou.demseventmanagement@gmail.com
Skype: lou1dems

We are doing a SPONSORED WALK 11km/7miles ENFIELD LOCK STATION to TOTTENHAM HALE STATION on 06/11/14 @ 7pm , to help raise funds towards our target aim £1000 for Bliss.org.uk. Donate online@ www.justgiving.com/DEMS-Bliss or www.bliss.org.uk

Begin forwarded message:

From: Diane Claudia John <dijohn1@hotmail.co.uk>
Date: 7 October 2014 03:42:15 BST
To: Hayley Page <hayleyjpage@hotmail.co.uk>, "lou.demseventmanagement@gmail.com" <lou.demseventmanagement@gmail.c
Subject: FW: CHILD PROTECTION LEVEL 1 [SEC=UNCLASSIFIED]

From: J any. Thomp son@Enfiel d.gov. uk
Subject: RE: CHILD PROTECTION LEVEL 1 [SEC=UNCLASSIFIED]
Date: Wed, 1 Oct 2014 16:52:05 +0000 To:

Classification: UNCLASSIFIED Dear PEP Members,

Due to popular demand, the ECYPS has organised another Child Protection Training Course Level 1 to be held on the 17th November 2014 from 09:30am to 02:30pm at The Ark, 500 Montagu Road, Edmonton, N9 0UR. If you want me to book you for the course please drop me an email.

Kind regards,

PEP SUPPORT TEAM

Classification: UNCLASSIFIED


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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 07 October 2014 18:03
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Is there any news about the payment yet?

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 01 October 2014 16:20
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Hi Lorraine,

I am currently looking to see if I can re setup the direct debit on a recourse basis,

I will be back in contact shortly Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 01 October 2014 15:35
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Can you please get back to me by email with an update as to Simon insurance and where it stands after the call you made to me yesterday 30/09/14 you said you was going to get back to me with what was acceptable as a payment option.

Regards

Lorraine

From: Lorraine Cordell rmailto:lorraine32@bluevonder.co.uk
Sent: 30 September 2014 15:04
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hello Martin

After Simon has just got off the phone to you and you saying to him that the full amount would need to be paid to keep the insurance in place or 2 payments at £700 to keep it in place.

I fill that this is way too much to ask I have a letter here dated the 26/09/2014 saying that he has 7 days from that date before the insurance is closed.

There have been so many errors with his insurance even to the fact we never got any documents for ages as they were left in the fill and forgot to be sent out. So, for ages we never had any documents so did not know when any payments were due.

As you are also aware my mother passed away and the family has been dealing with that also.

There have been many emails that have been sent to Broadsure and many problems over the last 2 years.

Even to the fact from April 2014 when Simon started a next insurance policy that all went wrong also by no fact of his own, and you making a payment to the said company I fill should never have been made.

Please can you say what is going on with the insurance policy and if instalments can be made and by how much as ATM there is no way after paying for a funeral that 2 payments of £700 can be made.

Can you also send him over his no claims bonus?

Regards

Lorraine

From: Martin Jenkin [martinjenkin@broadsuredirect.com]
Sent: 07 October 2014 18:10
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Could you confirm the bank details and I will reset the direct debit up?

Once set up I will confirm the payment dates and we need to make sure the payment goes through Regards

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Can you also send him over his no claims bonus?

Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 07 October 2014 18:44
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

I will get them over to you tomorrow as Simon is not here ATM I will also make a payment over the phone if that is ok with you.

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 07 October 2014 18:10 To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

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Regards

Lorraine

Subject: Fwd: Enfield Young People's Project - DBS [SEC=UNCLASSIFIED]

From: Luvinia De-Tervillee (lou.demseventmanagement@gmail.com)

To: re_wired@ymail.com;

Date: Wednesday, 8 October 2014, 9:48

This one is for DBS check
Regards Luvinia De-Terville
Co-ordinator & Manager
D.E.M.S

De-Terville Event Management Services
Mob:07951330467
Email: lou.demseventmanagement@gmail.com
Skype: lou1dems

We are doing a SPONSORED WALK 11km/7miles ENFIELD LOCK STATION to TOTTENHAM HALE STATION on 06/11/14 @ 7pm, to help raise funds towards our target aim £1000 for Bliss.org.uk. Donate online@ www.iustgiving.com/DEMS-Bliss or www.bliss.org.uk

Begin forwarded message:

From: Antoinese Dahlia <Antoinese.Dahlia@Enfield.gov.uk>

Date: 6 October 2014 14:54:47 BST

To: "lou.demseventmanagement@gmail.com" <lou.demseventmanagement@gmail.com>

Subject: Enfield Young People's Project - DBS [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED Good afternoon,

Please see attached the documents you need to complete an online DBS application. Please read the notes before you start the application. Some of the information you will need include: A full 5-year address history including post codes, all names, previous maiden names, name changes and NI number.

If asked position applied for, please ensure you write 'Young people's project facilitator- working with children and young people'.

To start Login: httPs://disclosure.capitarvs.co.uk/cheas/applicantLogin.do?applicationTvpe=crb

- **Organisation Ref: ENFSCSYOUTHSERVICE**

- **Password: Enfield2011(Note: these are case sensitive)**

Once you have completed this process, you will need to come in and provide ID to verify your application. If you have any questions please do not hesitate to contact me. Please let me know once you have completed the online application.

Thank you Kind regards,

Antoinese Dahlia

Teenage Pregnancy Support Officer Youth and Family Support Service Enfield Council 3 South Way Claverings Industrial Estate

Edmonton N9 0AB

020 8379 5418

4YP

Enfield

4YP Enfield

Youth Enfield www.enfield.gov.uk/youth

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Attachments

- image001.jpg (854 B)
- image002.jpg (816 B)
- image001.jpg (854 B)
- image002.jpg (816 B)
- 1.LBE- Notes for Applicants Completing an Electronic Disclosure Application.doc (37.50 KB)
- 2.CRB ONLINE APPLICANT UC GUIDE (4) (3) (2).doc (3.05 MB)
- 3.Capita list of acceptable identification word format version.doc (258.50 KB)

Subject: Fwd: Enfield's Young People's Project [SEC=UNCLASSIFIED]

From: Luvinia De-terville (ldeterville@icloud.com)

To: re_wired@ymail.com;

Date: Wednesday, 8 October 2014, 9:50

I have forwarded this to you, in regard to that ad that was in local paper in the summer.

Regards

Luvinia De-Terville Co-ordinator & Manager D.E.M.S

De-Terville Event Management Services Mob: 07951330467 Email: lou.demseventmanagement@gmail.com Skype: lou1dems

We are doing a SPONSORED WALK 11km/7miles ENFIELD LOCK STATION to TOTTENHAM HALE STATION on 06/11/14 @ 7pm , to help raise funds towards our target aim £1000 for Bliss.org.uk. Donate online@ www.iustgiving.com/DEMS-Bliss or www.bliss.org.uk

Begin forwarded message:

From: Mya Bhoodram <Mva.Bhoodram@Enfield. gov.uk>
Date: 18 September 2014 16:03:37 BST
To: "ldeterville@icloud.com" <ldeterville@icloud.com>
Subject: Enfield's Young People's Project [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED Hi

Thank you for your interest in volunteering. We have a volunteering opportunity you might be interested in.

Please see attached the EYP facilitator assessment form and the induction to the EYPP which will give you all the information you need to know for the EYPP. Once you have filled in the assessment you can return it to me via email.
Please return the assessment within one week of receiving this email.

Please also note the training for this is on the 21st and 22nd October and both dates need to be completed.

If you have any questions please do contact us.

Kind regards Mya Bhoodram

Teenage Pregnancy Development Officer Youth and Family Support Service Enfield Council 3 South Way

Claverings Industrial Estate

Edmonton

N9 0AB

020 8379 4611 0794 904 5900

www.enfield.gov.uk/youth

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Attachments

- image001.jpg (891 B)
- image002.jpg (855 B)
- image001.jpg (891 B)
- image002.jpg (855 B)
- Introduction to EYPP - Nov 2014.doc (85.00 KB)
- EYP Project Facilitator Assessment Form.doc (135.00 KB)

Subject: RE: Hello

From: patsy yull (patsyyull1@hotmail.com)

To: re_wired@ymail.com;

Date: Wednesday, 8 October 2014, 12:34

Morning Simon,

Thanks so much for sorting out the internet, I got a message from Di today to say it was done. Regards Patsy

Date: Tue, 7 Oct 2014 23:34:24 +0000
From: re_wired@ymail.com
To: patsyyull1@hotmail.com
Subject: Re: Hello

Hi I dropped all the paper work back to Kempe hall the other day, after sorting it all out. I also went to the hall earlier and fixed the internet. I am going back to see di tomorrow, and maybe I will see you if you are not busy si.

On Tuesday, 7 October 2014, 15:45, patsy yull <patsyyull1@hotmail.com> wrote:

Hi Simon,
At the moment you have all the paper work relating to the Hall. We have a meeting with Monica on Monday about training. And not sure what else. You would know from going through the paper work, what we are missing? It's a matter I think of let's see what happens then.

In the paper work is there minutes or notes from the last AGM as she would like a copy.

We as the committee have got to put together a Asset Register for the hall.

Did you call Mark at F.E.C.A about our paper work down there?

Thanks

Patsy

Date: Mon, 6 Oct 2014 21:54:08 +0000 From: re_wired@ymail.com To: patsyyull1@hotmail.com Subject: Hello

To patsy and whom it may concern.

Thank you for your email today 6-10-2014, just to start of I would like to say how are you, all is fine, I hope. I would like to make a apology, for not attending the meeting due to other circumstances out of my control. I hope you and all members of the committee received my message in regards to today's meeting and my attendance.
Re: Regards in terms of Kempe hall policies, please can you forward me any advice and guidance within the minutes of the committee meeting dated Mon 13-10-2014 that might be relevant. Thank you for any help and I will look forward to hearing from you soon.
Many Thanks Simon Paul Cordell

From: GL-BRENTMCENQ [gl-brentmcenq@hmcts.gsi.gov.uk]
Sent: 08 October 2014 18:24
To: Lorraine Cordell
Subject: RE: urgent Simon CORDELL 011401596899

Thank you for e-mailing the North West and West London Magistrates' Courts Administration Centre. Please be aware that it has been received and will be processed.

Polite Request: Please refrain from also sending your correspondence via post/DX or by fax as this risks the Court duplicating correspondence that has already been received.

Thank you for your co-operation.

This e-mail (and any attachment) is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail.

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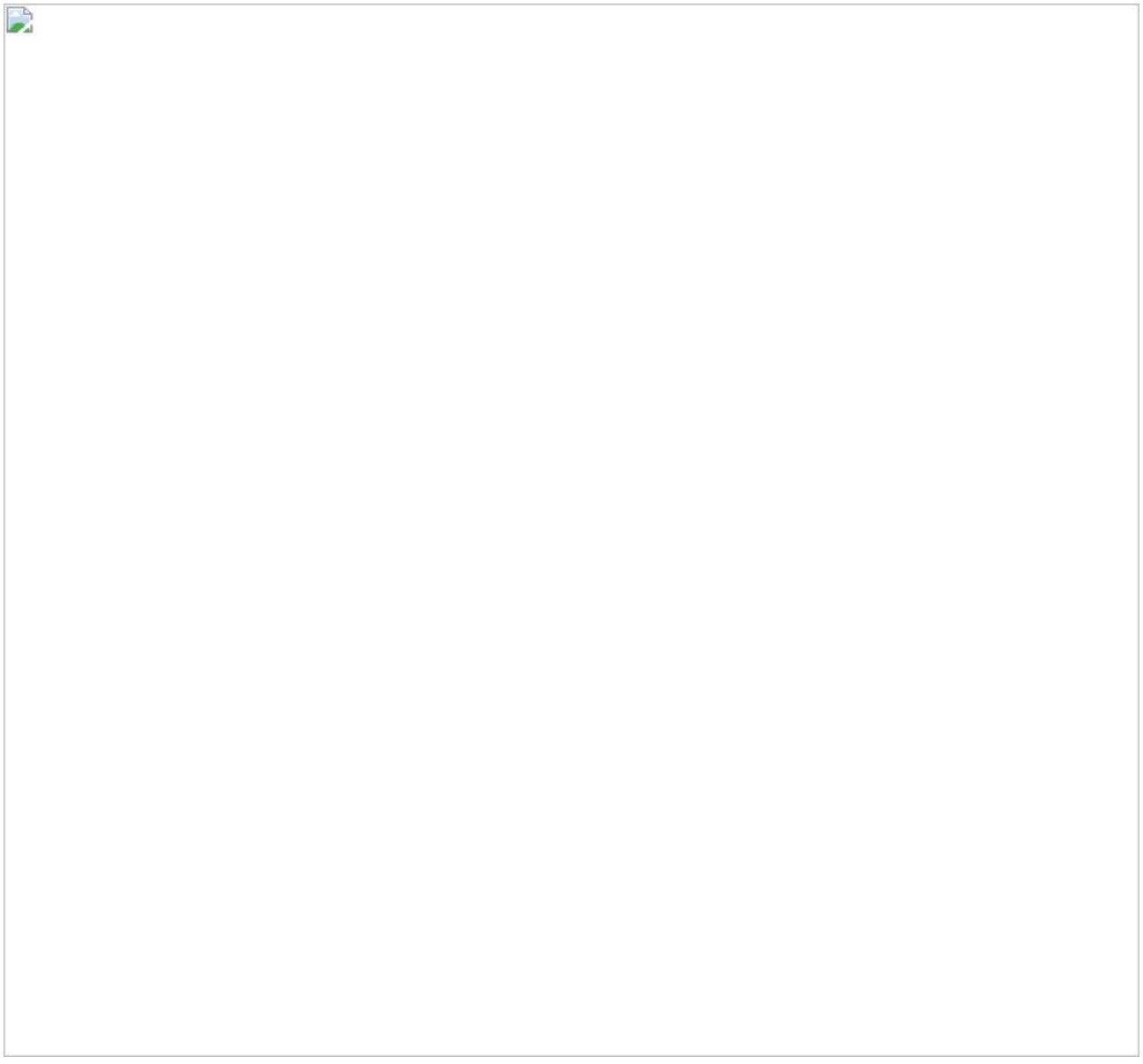
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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 08 October 2014 18:24
To: 'gl-brentmcenq@hmcts .gsi.gov.uk'
Subject: RE: RE: urgent Simon CORDELL 011401596899

Attachments: S Cordell Cert._GE_ 2013-2014.pdf Dear sir or Madam

I am writing this email due to the reply dated the 01/10/2014 I got in the post on 06/10/2014 about the email I sent to you on the 12/09/2014 please see below email dated 12/09/2014.



Above is a picture of the reply where you say I have 21 days to file a statutory declaration due to me being unaware of the court processing.
I did not know about this court case. I have been wrongfully convicted and have points on my licence, which should not be there.

In the email dated the 12/09/2014, I asked for my case to be listed in order that I could do the following

1. Application to set aside the conviction
2. Re-open the case

The reason for this is due to I have been wrongfully convicted as I did in fact have insurance. As shown in the attached file.

Please can you list my case in court so I can put the Application to set aside the conviction, Re-open the case that I have been wrongfully convicted for.

This matter is urgent. I cannot resolve this mater until the case is listed before either a District Judge or Magistrates so I would appreciate your cooperation. This is causing me stress. Can you please resolve this legal matter by listing the case for an application to set aside the conviction? I can then forward my documents to the relevant prosecuting authority.

Regards

Simon Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 12 September 2014 15:11
To: 'gl-brentmcenq@hmcts.gsi.gov.uk'
Subject: RE: urgent Simon CORDELL 011401596899

Dear Sir or Madam

I have tried to call the court on a number of occasions regarding my conviction and sentence for no insurance but the phone just rings when I press the number given to ask about this case the telephone number I am calling is 0208 955 0555. I have now found out the information to the case but pressing number 7 the lady I spoke to did in fact try and put me to a manager but that also just ring then cut me off. So I called back again and asked her if she could give me the information which she did.

I am making this request to have my case listed in order that I can do the following;:-

1. Application to set aside the conviction
2. Re-open the case

My name: Mr Simon Paul Cordell
DOB: 26/01/1981.
Address: 109 Burncroft Av
Enfield
Middlesex
EN3 7JQ

Case No: 011401596899

Application to set aside the conviction:-

On 01/01/2014 I was stopped by the police as they did not believe that I held a valid policy of insurance. Due to this being a holiday my insurance company was closed so the police could not check if I was in fact was insured, I was insured and asked the police to check there records due to the amount of problems I had had with my insurance not showing on the MID database and being stopped do many times they did this and could in fact see many times but still impounded my van reg CX52 JRZ.

After the holidays I went to the compound and had to again pay for my Van to be taken out of the compound.

I never received any summons in relation to this matter and I only became aware that the case had been dealt with in my absence when I received a letter from the DVLA advising me that I had to send in my driving licence. I disputed with the DVLA the points but I was given an ultimatum that if I did not send in my licence it would be revoked.

The offence of no insurance was allegedly committed on 01/01/2014. I had a valid policy of insurance from 23/02/2013 and this policy was valid until 22/02/2014 The company insuring me was KGM, and my broker was

Broadsure direct I am the named policy holder, Mr. Simon Cordell and my policy number is MT3574694.

I have points on my licence which I should not have. Can you please as a mater of urgency email me back on this matter so that I can have a date so that the conviction can be set aside and my case heard in order that I can show the court my insurance and the PLO can make the necessary enquiries.

I would be grateful if you can inform DVLA that this matter and the points that have been added to my licence is being disputed so this can be put on hold as I do not see why I should suffer when I have done nothing wrong and I was insured to drive. This is in fact have a big effect on my life when I have done nothing wrong and would like this addressed as a mater of urgency.

This matter is urgent. I cannot resolve this mater until the case is listed before either a District Judge or Magistrates so I would appreciate your cooperation. This is causing me stress. Can you now please resolve this legal mater by listing the case for an application to set aside the conviction? I can then forward my documents to the relevant prosecuting authority.

Please see attached my insurance documents for this offence in fact showing I was in fact insured.

I await hearing form you in relation to this matter and I thank you in advance for your anticipated co-operation in this matter.

Yours faithfully

Simon Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 09 October 2014 15:15
To: 'Martin Jenkin'
Subject: RE: Simon Cordell Hi Martin

Sorry for the delay in getting the information

Barclays Bank Mr Simon P Cordell 20-29-81 10895261

That is the info you needed

Can you let me know when the 1st payment will come out and how much for please and how much each payment is for and what date?

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 07 October 2014 18:10
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

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cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 07 October 2014 18:03
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Is there any news about the payment yet?

Regards

Lorraine

From: Martin Jenkin [mailto:martinienkin@broadsuredirect.com
Sent: 01 October 2014 16:20
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Hi Lorraine,

I am currently looking to see if I can re setup the direct debit on a recourse basis,

I will be back in contact shortly Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk
Sent: 01 October 2014 15:35
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Can you please get back to me by email with an update as to Simon insurance and where it stands after the call

you made to me yesterday 30/09/14 you said you was going to get back to me with what was acceptable as a payment option.

Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 30 September 2014 15:04
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hello Martin

After Simon has just got off the phone to you and you saying to him that the full amount would need to be paid to keep the insurance in place or 2 payments at £700 to keep it in place.

I fill that this is way to much to ask I have a letter here dated the 26/09/2014 saying that he has 7 days from that date before the insurance is closed.

There has been so many errors with his insurance even to the fact we never got any documents for ages as they was left in the fill and forgot to be sent out. So for ages we never had any documents so did not know when any payments was due.

As you are also aware my mother passed away and the family has been dealing with that also.

There has been many emails that have been sent to Broadsure and many problems over the last 2 years.

Even to the fact from April 2014 when Simon started a next insurance policy that all went wrong also by no fact of his own, and you making a payment to the said company I fill should never have been made.

Please can you say what is going on with the insurance policy and if instalments can be made and by how much as ATM there is no way after paying for a funeral that 2 payments of £700 can be made.

Can you also send him over his no claims bonus?

Regards

Lorraine

Subject: Fwd: Request for Information [SEC=PROTECT: MANAGEMENT]
From: Luvinia De-Terville (lou.demseventmanagement@gmail.com)
To: re_wired@ymail.com;
Date: Saturday, 11 October 2014, 11:00

Here is Email from Karen (Freedom of Information)
Regards
Lou
CEO & Manager 07951 330 467

D.E.M.S
De-Terville Event Management Services

Follow us on: Twitter: @Dems201Lou
Facebook: www.facebook.com/detervilleeventmanagement
Skype: lou1dems

Raising Funds for this much needed and worthwhile charity, Target aim 1000GBP
Please give any amount, all donations greatly appreciated
also doing a SPONSORED WALK 11km/7miles ENFIELD LOCK TO TOTTENHAM HALE (3hrs minimum) raising more towards our target aim www.justgiving.com/DEMS-Bliss

Community Charity Children's Fashion Show Fundraiser for Bliss

08/11/14 @ 6 PM-late

Kempe Hall Community Centre, 46 Kempe Rd EN1 4QW

Forwarded message

From: Karen Maguire <Karen.Maguire@enfield.gov.uk>
Date: Thu, Oct 9, 2014 at 2:21 PM
Subject: Request for Information [SEC=PROTECT:MANAGEMENT]
To: "lou.demseventmanagement@gmail.com" <lou.demseventmanagement@gmail.com> Cc: Rosamaria Salmon <Rosamaria.Salmon@enfield.gov.uk>

Classification: PROTECT - MANAGEMENT

Thank you for your recent enquiry with regards to Unecol House.

I am writing to advise you that the Council do not hold presently current blue print plans for this asset.

I can advise you however that the site is c 30,000 sq ft in size and the Council maybe seeking to market it in the Autumn for a tenancy.

If you may have an interest in this, please by all means send me details of your business and your outline proposal for utilising this premise. (if applicable)

I hope this helps for now.

Kind regards ***Karen***

Karen Maguire BSc Hons CIHCM Strategic Property Services Civic Centre B Block South Enfield EN1 3XA TEL: 0208 379 3170

Mobile: 07984604141

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Classification: PROTECT - MANAGEMENT

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Subject: FW: Training Programme Qtr. 3 [SEC=UNCLASSIFIED]

From: Monica Kaur (Monica.Kaur@enfieldhomes.org)

To: laneslandscapes@hotmail.co.uk; dijohn1@hotmail.co.uk; wNarn@aol.com; hayleyjpage@hotmail.co.uk; rickjewell@blueyonder.co.uk; gary.nikki@talktalk.net; anamillwood@yahoo.co.uk; lou.demseventmanagement@gmail.com; re_wired@ymail.com;

Date: Tuesday, 14 October 2014, 9:21

Classification: UNCLASSIFIED

Dear All

As requested at the meeting yesterday evening please find attached our training programme which is for tenants and leaseholders of Enfield Homes.

Kind regards

Monica Kaur

Community Engagement Manager Business Development & Community Support Enfield Homes

Direct 0800 40 80 160*
Fax 020 8375 8016
* This is a free phone number, so there is no charge if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number

The Edmonton
Centre 36-44 South
Mall Edmonton
Green N9 0TN

email
monica.kaur@enfieldhomes. org
web www. enfieldhomes. org

From: Tyra Idris
Sent: 14 October 2014 09:19
To: Monica Kaur
Subject: Training Programme Qtr. 3 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Hi Monica

See attached as requested.

Regards

Tyra Idris

Community Engagement and

Communications Officer Enfield Homes

Direct 0800 40 80 160*
tvra. idris@enfieldhomes .org
Fax 020 8375 8016
* This is a freephone number, so there is no charge if you use a landline. If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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36-44 South Mall
Edmonton Green
N9 0TN

email
web www.enfieldhomes.org

Classification: UNCLASSIFIED Classification: UNCLASSIFIED

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Attachments

- Free Training - Tenants and Leaseholders Oct-Dec 14.pdf (526.32 KB)

Subject: Re: Meeting with the Committe - Monday 13th October

[SEC=UNCLASSIFIED] From: Luvinia De-Terville

(lou.demseventmanagement@gmail.com)

To: re_wired@ymail.com;

thanks, hun

Regards
Lou

CEO & Manager 07951 330 467

D.E.M.S
De-Terville Event Management Services

Follow us on: Twitter: @Dems201Lou Facebook:
www.facebook.com/detervilleeventmanagement Skype:
lou1dems

Raising Funds for this much needed and worthwhile charity, Target aim 1000GBP
Please give any amount, all donations greatly appreciated
also doing a SPONSORED WALK 11km/7miles ENFIELD LOCK TO TOTTENHAM
HALE (3hrs minimum) raising more towards our target aim www.iustgiving.
com/DEMS-Bliss

Community Charity Children's Fashion Show Fundraiser for Bliss
08/11/14 @6 PM-late
Kempe Hall Community Centre, 46 Kempe Rd EN1 4QW

On Tue, Oct 14, 2014 at 7:55 PM, Rewired Rewired <re_wired@ymail.com> wrote:

Hello every one, I am keeping everybody up to date, I tried to send the memorandum lease and other relevant files agreed to be sent to Monica and grace, as agreed at the meeting held on Monday 13/10/2014. I tried to send the files today Tuesday 14/10/2014 to all members of Kempe hall committee, and had problems because of the size of the files I have now sent them to grace, and will leave a copy on disk at Kempe hall from tomorrow. If anyone would like me to email them the files let me no and I will do so.

Kind

regards

Simon

On Monday, 13 October 2014, 16:53, patsy yull <patsyyull1@hotmail.com> wrote:

Rob,

Sorry have just been waken up by Andy about tonight. There is no Agenda as such, Monica would like to see what she wrote in her email to us all Dated Thursday 9th October. She has also asked for a copy of the last AGM and the accounts.

Apologies for tonight from.
Lou, Dorris if she is not there, and me I have flu or something. Going back to my bed now.

Regards
Patsy

From: Monica.Kaur@enfieldhomes.org To: patsyyull1@hotmail.com
CC: laneslandscapes@hotmail.co.uk; dijohn1@hotmail.co.uk; hayleyjpage@hotmail.co.uk; wllarn@aol.com; rickj ewell@blueyonder. co.uk; anamillwood@yahoo.co.uk; lou. demseventmanagement@gmail.com; re_wired@ymail.com; sharimascoll@hotmail.co.uk; christiepage@hotmail.co.uk; garycirket@gmail.com
Subject: RE:
Meeting with the Committe - Monday 13th October [SEC=UNCLASSIFIED]
Date: Thu, 9 Oct 2014 11:51:52 +0000

Classification: UNCLASSIFIED Hi Patsy

The Committee needs its own public liability insurance and each of your hirers need to buy their own. I suggest you look on the website as we are not able to recommend any companies.

I will discuss the fobs with you next week.

PAT Testing, we would do on your behalf.

Also, for the meeting on Monday 13th October could you bring a copy of the following;
Articles of Association Copy of the Memorandum Copy of your Constitution Look forward to seeing you all next Monday at 6pm.
Kind regards Monica Kaur
Community Engagement Manager Business Development & Community Support Enfield Homes
ee

Direct 0800 40 80 160*
Fax 020 8375 8016
* This is a free phone number, so there is no charge if you use a landline. If you are using a mobile you may find it cheaper to call our landline

The Edmonton
Centre 36-44 South
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Green N9 0TN

email
monica.kaur@enfieldhomes.org
web www.enfieldhomes .org

From: patsy yull [mailto:patsyyull1@hotmail.com]
Sent: 07 October 2014 15:33 To: Monica Kaur
Cc: laneslandscapes; Diane Claudia Williams; hayleyjpage@hotmail.co.uk; wllarn@aol.com; rickjewell@blueyonder.co.uk; anamillwood@yahoo.co.uk; lou.demseventmanagement@gmail.com; Simon Rewired; sharimascoll@hotmail.co.uk; christiepage@hotmail.co.uk; garycirket@gmail.com Subject: RE: Meeting with the Committe - Monday 13th October [SEC=UNCLASSIFIED]

Hi Monica,

Really sorry to bother you, I forgot to ask about personal liability insurance, is that a recommendation or a must for people who hire the hall? have you got a form that needs to be filled in, price for this and where to get it?

Regards

Patsy

From: Monica.Kaur@enfieldhomes.org To: patsyyull1@hotmail.com
Subject: RE: Meeting with the Committee - Monday 13th October [SEC=UNCLASSIFIED]
Date: Tue, 7 Oct 2014 11:50:51 +0000
Classification: UNCLASSIFIED Hi Patsy

Thank you for confirming next week. Yes, I do have a hire agreement that I can bring along to the meeting next week. Kind

regards Monica Kaur
Community Engagement Manager Business Development & Community Support Enfield Homes

ee

Direct 0800 40 80 160*
Fax 020 8375 8016
* This is a free phone number, so there is no charge if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number

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Edmonton Green N9
0TN

email
monica.kaur@enfieldhomes.org web
www.enfieldhomes.org

From: patsy yull [mailto:patsyyull1@hotmail.com]
Sent: 07 October 2014 12:47 To: Monica Kaur
Cc: laneslandscapes; Diane Claudia Williams; hayleyjpage@hotmail.co.uk; wllarn@aol.com; rickjewell@blueyonder.co.uk; anamillwood@yahoo.co.uk; garycirket@gmail.com; sharimascoll@hotmail.co.uk; christiepage@hotmail.co.uk; lou.demseventmanagement@gmail.com
Subject: RE: Meeting with the Committee - Monday 13th October [SEC=UNCLASSIFIED]

Good afternoon Monica,

I would just like to confirm our meeting on Monday 13th October at 6pm. We look forward to seeing you again and moving things forward.

We have been going through all the paper work within the Hall, and would like to check that we are using the up to date version. Have you got copies of Hire Agreements / conditions of hire / member ship fees that you could bring with you on Monday please?

Regards

Patsy

From: Monica.Kaur@enfieldhomes.org To: patsyyull1@hotmail.com
CC: laneslandscapes@hotmail.co.uk; dijohn1@hotmail.co.uk; wllarn@aol.com; hayleyjpage@hotmail.co.uk; rickjewell@blueyonder.co.uk; gary.nikki@talktalk.net; anamillwood@yahoo.co.uk; lou.demseventmanagement@gmail.com; re_wired@ymail.com
Subject: RE: Meeting with the Committee - Monday 13th October [SEC=UNCLASSIFIED]
Date: Mon, 6 Oct 2014 11:52:35 +0000 Classification: UNCLASSIFIED Hi Patsy

Thank you for your email. In terms of policies there are quite a few required e.g. Health & Safety Policy, Equality & Diversity Policy, Safeguarding Policy, Data Protection Policy, Financial policy etc.

We have some good practice guidance of the roles of a management committee which I can bring along next Monday, however the trainer that I will be bringing along will be able to provide advice, guidance and also deliver training to yourselves on both the role of a management committee and your responsibilities of managing a hall, including all the policies.

Pricing of the hall needs to be consistent, there is no difference if you are a member or non- member. The current pricing of our halls is £13 per hour for voluntary groups and £23 per hour for commercial/private companies to use. For parties from 11am to 11pm the rate is £230. When you provide the booking to your hirers you should be getting them to sign a hire agreement so that they have something showing their responsibilities and also this is there receipt of payment. We can build on this as part of the training with the committee.

Once you have confirmed if 13th October is good for you all, at this meeting, could you provide me with a copy of the minutes of your AGM and your accounts please.

Any questions then please let me know.

Regards

Monica Kaur

Community Engagement Manager Business Development & Community Support Enfield Homes ee

Direct 0800 40 80 160∗
Fax 020 8375 8016
∗ This is a free phone so there is no charge if you use a landline.
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Edmonton Green N9
0TN

email
monica.kaur@enfieldhomes.org web
www.enfieldhomes.org

From: patsy yull [mailto:patsyyull1@hotmail.com]
Sent: 06 October 2014 12:36 To: Monica Kaur
Cc: laneslandscapes; Diane Claudia Williams; wNam@aol.com; hayleyjpage@hotmail.co.uk; rickjewell@blueyonder.co.uk; gary.nikki@talktalk.net; anamillwood@yahoo.co.uk; lou.demseventmanagement@gmail.com; re_wired@ymail.com Subject: RE: Meeting with the Committee - Monday 13th October [SEC=UNCLASSIFIED]

Dear Monica,

Sorry for the delay in getting back to you. It was nice to meet with you and John, we appreciate you both giving up your evening to attend the meeting. We have the follow up meeting tonight at 6pm. I will inform them all tonight. and confirm the date with you tonight or tomorrow.
Can i please have copies of all the policies, procedures, good practice guides, and any other relevant paper work that we should be following.
Also have you got job descriptions for i.e Chair, and all the other positions for the committee.
Pricing for the Hall Hire. Members and non-members if this is different.

Regards

Patsy

From: Monica.Kaur@enfieldhomes.org To: patsyyull1@hotmail.com
Subject: Meeting with the Committe - Monday 13th October [SEC=UNCLASSIFIED]
Date: Thu, 2 Oct 2014 14:31:22 +0000
Classification: UNCLASSIFIED Hi Patsy

Hope you are well. When you meet with the Management Committee on Monday 6th October could you let them know that I have a trainer booked to come and meet with you all for Monday 13th October at 6pm. I will also be in

attendance. Could you ensure that you let them know this and if you could confirm this date is okay for us to attend that would be great. Thank you, Monica Kaur,

Community Engagement Manager Business Development & Community Support Enfield Homes **ee**

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Fax 020 8375 8016
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Attachments

- **image002.png (1.82 KB)**
- **image003.jpg (962 kB)**
- **image004.jpg (962 KB)**
- **image001.png (1.06 KB)**

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 14 October 2014 10:15
To: 'martinj enkin@broadsuredirect com'
Subject: RE: Simon Cordell Hi Martin

Can you get back to me with the payment details for Simon and how much each month and when the 1st payment will be due out of his account please.

Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 09 October 2014 15:15
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Sorry for the delay in getting the information

Barclays Bank Mr Simon P Cordell 20-29-81 10895261

That is the info you needed

Can you let me know when the 1st payment will come out and how much for please and how much each payment is for and what date?

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 07 October 2014 18:10
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Could you confirm the bank details and I will reset the direct debit up,

Once set up I will confirm the payment dates and we need to make sure the payment goes through Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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

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Subject: RE: Simon Cordell

Hi Martin

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Regards

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Subject: RE: Simon Cordell

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I am currently looking to see if I can re setup the direct debit on a recourse basis,

I will be back in contact shortly Regards

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cid:image001.png@01CC9FAC.(

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Regards

Lorraine

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Sent: 30 September 2014 15:04
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hello Martin

After Simon has just got off the phone to you and you saying to him that the full amount would need to be paid to keep the insurance in place or 2 payments at £700 to keep it in place.

I fill that this is way to much to ask I have a letter here dated the 26/09/2014 saying that he has 7 days from that date before the insurance is closed.

There has been so many errors with his insurance even to the fact we never got any documents for ages as they was left in the fill and forgot to be sent out. So for ages we never had any documents so did not know when any payments was due.

As you are also aware my mother passed away and the family has been dealing with that also.

There has been many emails that have been sent to Broadsure and many problems over the last 2 years.

Even to the fact from April 2014 when Simon started a next insurance policy that all went wrong also by no fact of his own, and you making a payment to the said company I fill should never have been made.

Please can you say what is going on with the insurance policy and if instalments can be made and by how much as ATM there is no way after paying for a funeral that 2 payments of £700 can be made.

Can you also send him over his no claims bonus?

Regards

Lorraine

From: JOSEPHINE WARD Lorraine Cordell Simon Cordell 19 October 2014 17:45:26
To: COMMENTS ON PROSECUTION STATEMENTS 191014.doc SIMON CORDELL
Subject: ASBO Proof of evidence 191014.doc SIMON CORDELL ASBO proof of evidence B.doc
Date:
Attachments:

From: DVLA Email [donotreply.contactcentre@dvla.gsi.gov.uk]
Sent: 20 October 2014 09:16
To: lorraine32@blueyonder.co.uk
Subject: Re: Email DVLA - Vehicles Form 106 (KMM6181228V93001L0KM)

Dear Mr Cordell

Thank you for your email received on 16/10/14. Your email reference number is 2455506.

If you have received a penalty letter from DVLA you should follow the instructions on the letter you have received. If, however, you believe there are circumstances which should be brought to the attention of the enforcement centre, you must put these in writing using "the statement" section on the reverse of the penalty letter. This information will then be considered before any further action is taken on this individual enforcement case. You should receive a response to any appeal within 2-4 weeks.

Do not reply to this email. If you wish to contact us again about this response then please use our Reply Form or copy and paste the following URL in to your browser:

https://emaildvla. direct. gov.uk/emaildvla/ cegemail/dvla/en/reply_form_vehicles.html

When filling in the form the email reference number 2455506 will be required.

Regards

S Hudson

DVLA Contact Centre

Find out about DVLA's online services at:

www.gov.uk/browse/driving

Use our free vehicle enquiry service to view vehicle information held on DVLA records.

Twitter: @dvlagovuk

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From: JOSEPHINE
To: WARD Lorraine
Subject: Cordell
Date: Evidence of Simon providing equipment for festivals 21

Lorraine

1. Can Simon also please bring the emails that confirm Simon provided assistance to various legitimally run licensed festivals. I AM ASKING FOR THIS SO THAT WE CAN SHOW THAT AN ASBO WILL TARNISH SIMON'S NAME AND PREJUDICE ANY FUTURE REQUESTS FOR A LICENCE TO HOST EVENTS.

2. Can Simon please bring the email confirming the booking for Cannabis 420 day. If acting as a substitute for another then can he ask that person to provide an email re the original booking and then the email requesting Simon to attend in his stead. Can he please provide information of the organisers of cannabis 420 and the link to the person originally booked so that we can establish that he was booked. DITTO THE ABOVE.

3. Proof of challenges to previous convictions being inaccurate

4. Video of 6th, 7th and 8th Progress Way rave More to follow

Regards

Josephine

From: JOSEPHINE WARD To: Lorraine Cordell
Subject: Simon Cordell proof of evidence
Date: 21 October 2014 16:38:22
Attachments: SIMON CORDELL ASBO proof of evidence 211014.doc

From: JOSEPHINE WARD Lorraine Cordell
To: Re: FW: Simon Cordell Asbo email one 21 October 2014 18:29:30
Subject: SIMON CORDELL ASBO proof of evidence 211014 final.doc
Date:
Attachments:

Lorraine

I asked for a lot of this information when Simon attended the office last week. I have had four hours sleep last night. I am attaching Simon's proof of evidence that I am sending on to the barrister. We will be challenging on each and every aspect from definition of rave to whether anti-social behaviour occurred, distances, locations from residential areas etc; lack of CADs etc.

Email over what you can and I will somehow get it to court tomorrow in the afternoon.

Josephine

On Tue, Oct 21, 2014 at 5:44 PM, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Josey

Here is the city of London, 1st email more to follow

Regards

Lorraine

From: westminster.go [mailto:westminster.go@hmcts.gsi.gov.uk1 **Sent:** 17 February 2014 14:24 **To:** 'lorraine32@blueyonder.co.uk'
Subject: RE: Simon Cordell error on record.

Good afternoon Ms Cordell

I attach the memorandum of conviction from the case of Simon Cordell heard on 03.03.2008

Regards

Wendy Morgan Applications Department Westminster Magistrates' Court

From: westminster.mc **Sent:** 12 February 2014 13:03 **To:** westminster.go
Subject: FW: Simon Cordell error on record.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 12 February 2014 12:45 **To:** westminster.mc
Subject: Re: Simon Cordell error on record.

To Whom It May Concern:

I am writing this email after a call that was made to the City Of London Magistrate Court on the 10/02/2014 about a list that is on my PNC that is incorrect.

I was told to write this email including as much information as I could to get this updated.

I have contacted you a few times before about this Error on my PCN and was told that you would get it updated but as of now this has never been done.

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The Error is for a case that was heard on the 03/03/2008 at the City Of London Magistrate Court, for failing to surrender to custody at appointed time, on the 25/01/08.

The error is that I did not go to go but my mum called the court and a sick note was handed to the court and the case was dismissed, so should not be on my record

This has caused me problems with bail on a few times and this is why calls have been made before to the court, at this time it has been causing me problems again with a case I am at Woolwich Crown court for.

I have attached the page for the PNC print out the police did for the case at Woolwich crown court that I am on bail now for. This print out was done by the police on or around the 26 June 2013 for the Woolwich case.

I do feel this is causing me problems with my bail and I am therefore asking for this to be dealt with as fast as possible in order that I can show the court this should in fact not be on my record.

I was told on the 10/02/2014 when I called that if I ask for a court transcript that this could be done faster then updating the PNC records and I would be able to show the Judge at Woolwich crown court

the court transcript for the case that is on my file in error and that should be enough to prove that it should not be on my record. I am there for asking for the court transcript to be sent to me if there are costs

for this please email me back with the cost for this to be sent to me and I will get this paid to the court.

Please see attached file for the page in my PNC record which is there in error I have highlighted the case.

If this can be done as a matter of urgency due to the impact this is having on my life.

Many Thanks Mr Simon Cordell DOB 26/01/1981

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From: JOSEPHINE WARD
To: Lorraine Cordell
Subject: Re: FW: Simon Cordell Asbo email one
Date: 21 October 2014 18:53:57

Lorraine

It is the response of the court to each conviction, not all emails sent but rather verification of the information.

Regards

Josephine

On Tue, Oct 21, 2014 at 6:40 PM, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

The Enfield court bits I picked up I can bring them to court tomorrow as I have them in file format from the court and you can see they are from the court but the copying they did is not great as they was having major issues with there photo copier that's why it took so long to get the information I had asked for, so the scans are really bad so maybe better to just bring the files I picked up at Enfield court with me to court tomorrow.

I can send the emails over asking for all the information from the court as that's in email format and clear.

Also some of the cases I asked for they did not add them in as there was so many cases and I think they over looked some cases. But I marked a PCN so I send that over that way you can see as I done that from the files I picked up from the court.

I have also sent the letter from the doctor not sure if you need that also.

Regards

Lorraine

From: JOSEPHINE WARD [mailto:josephinewardsolicitor@gmail.com]
Sent: 21 October 2014 18:29 To: Lorraine Cordell
Subject: Re: FW: Simon Cordell Asbo email one

Lorraine

I asked for a lot of this information when Simon attended the office last week. I have had four hours sleep last night. I am attaching Simon's proof of evidence that I am sending on to the barrister. We will be challenging on each and every aspect from defintion of rave to whether anti-social behaviour occured, distances, locations from residential areas etc; lack of CADs etc.

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Regards

Lorraine

From: westminster.go [mailto:westminster.ao@hmcts.asi.aov.uk1 **Sent:** 17 February 2014 14:24 **To:** 'lorraine32@blueyonder.co.uk'
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for this please email me back with the cost for this to be sent to me and I will get this paid to the court.

Please see attached file for the page in my PNC record which is there in error I have highlighted the case.

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Many Thanks Mr Simon Cordell DOB 26/01/1981

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From: DVLA Email [donotreply.contactcentre@dvla.gsi.gov.uk]
Sent: 21 October 2014 13:34
To: lorraine32@blueyonder.co.uk
Subject: Re: Email DVLA - Reply Form 114 (KMM6197227V94808L0KM)
Dear Mr Cordell

Thank you for your email received on 20/10/14. Your email reference number is 2465589.

If you have received a penalty from DVLA, this suggests that you are still showing as the registered keeper of the vehicle. We are unable to accept notification of disposal by email as a signature is required.

You will need to write or fax to the address below quoting the registration number, make/model of the vehicle, the exact date of sale/transfer/scrapping and the name/address of the new keeper/motor trader/scrap dealer. Please write or fax to:

Vehicles Customer Services
DVLA
Swansea
SA99 1BD

Fax: 01792 782381

Please note we are issuing automatic acknowledgement letters to confirm that keepers are no longer responsible for the vehicle. If you do not receive the confirmation letter within 4 weeks, please contact us.

If you have received a penalty letter from DVLA you should follow the instructions on the letter you have received.

If, however, you believe there are circumstances which should be brought to the attention of the enforcement centre, you must put these in writing using "the statement" section on the reverse of the penalty letter. This information will then be considered before any further action is taken on this individual enforcement case. You should receive a response to any appeal within 2-4 weeks.

Do not reply to this email. If you wish to contact us again about this response then please use our Reply Form or copy and paste the following URL in to your browser:

https://emaildvla.direct.gov.uk/emaildvla/cegemail/dvla/en/reply_form_vehicles.html

*When filling in the form the email reference number **2465589** will be required.*

Regards

J Keaveny
DVLA Contact Centre

Find out about DVLA's online services at:
www.gov.uk/browse/driving

Use our free vehicle enquiry service to view vehicle information held on DVLA records.

Twitter: @dvlagovuk

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 October 2014 19:06
To: 'JOSEPHINE WARD'
Subject: FW: Simon Cordell Errors on Cases.
2nd one

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 21 February 2014 16:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

The records you request are at another court. We will begin searching for them next week when the court is open.

Regards,

Customer Services Unit

Administration Officer

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: gl-hcornermcenq@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 20 February 2014 12:29
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

Hello

I do understand that most of the items listed in my emails are archived due to there date but as I can see errors in the dates of some of the things and I know this as fact I would like all items checked that is listed so that it can be checked against the PNC records I have got the print out from.

Many Thanks

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 20 February 2014 12:14

To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Further to the conversation between Mrs Cordell and a member of staff yesterday, please specify which dates and offences you wish us to check. Almost all the offences are archived and not immediately accessible using the computer; specific dates and offences would help reduce the delay in providing this information.

Regards,

Customer Services Unit

Administration Office

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 19 February 2014 13:36
To: GL-HCORNERMCENQ
Subject: Re: Simon Cordell Errors on Cases.

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield
Middlesex
EN3 7JQ
18/02/2014

To Whom It May Concern:

I am writing this email as I have an ongoing case at Woolwich Crown Court, and I have noticed some errors in my PNC record which the police printed of at around 25/06/2013.

I would be very grateful if you can pull up the following records so I can check them with the PNC the police printed off for the case that is on going at Woolwich Crown Court, I have been told I will need a Memorandum of conviction or the transcript for the case.

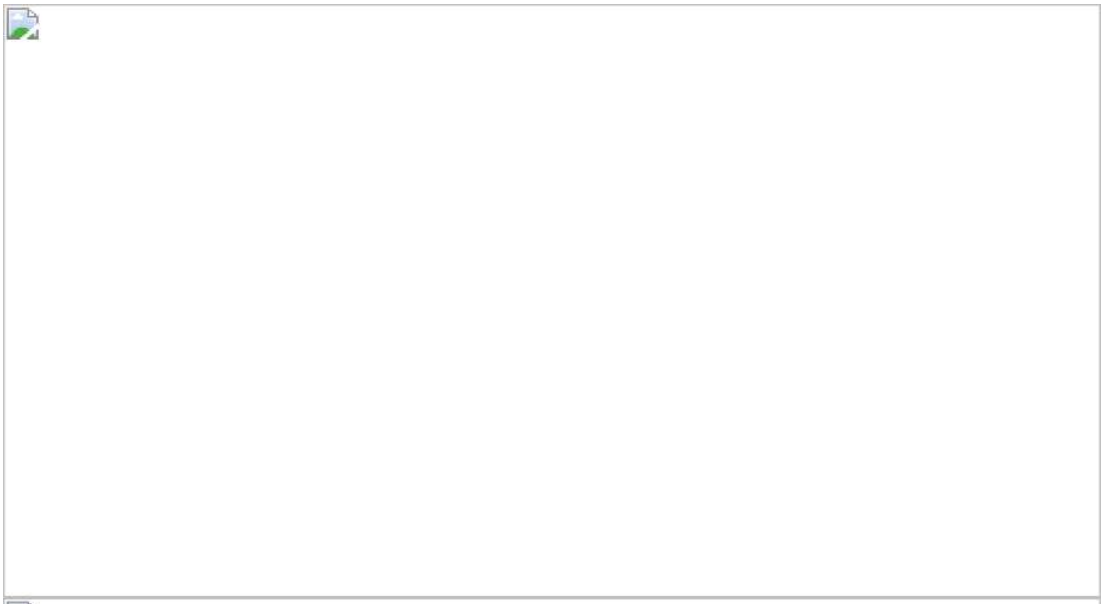
I do know there are some errors on the cases that was heard at Enfield Magistrates and can see them clearly, but due to how far they go back cannot remember some of the cases. I do also know

some are correct but due to some dates being wrong on some of the ones I can see errors in I would like to check all the cases on the PNC that was heard at Enfield Magistrates.

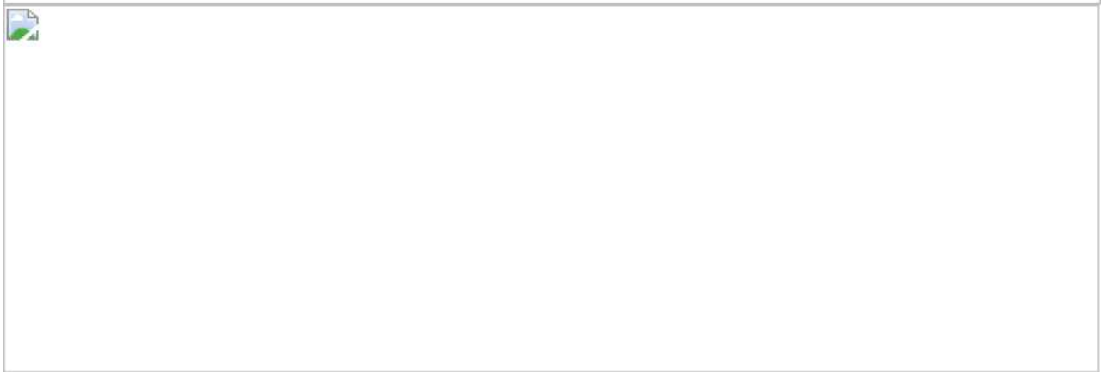
If this can be done as a matter of urgency due to the impact this is having on my life with the case that is ongoing at Woolwich Crown Court and my bail and other issues.

If the information could be emailed to me, I would be grateful as I am next in court on March 2014 and would like this information of any errors so I can show the judge.

Please see below the lists of cases I would like information on.





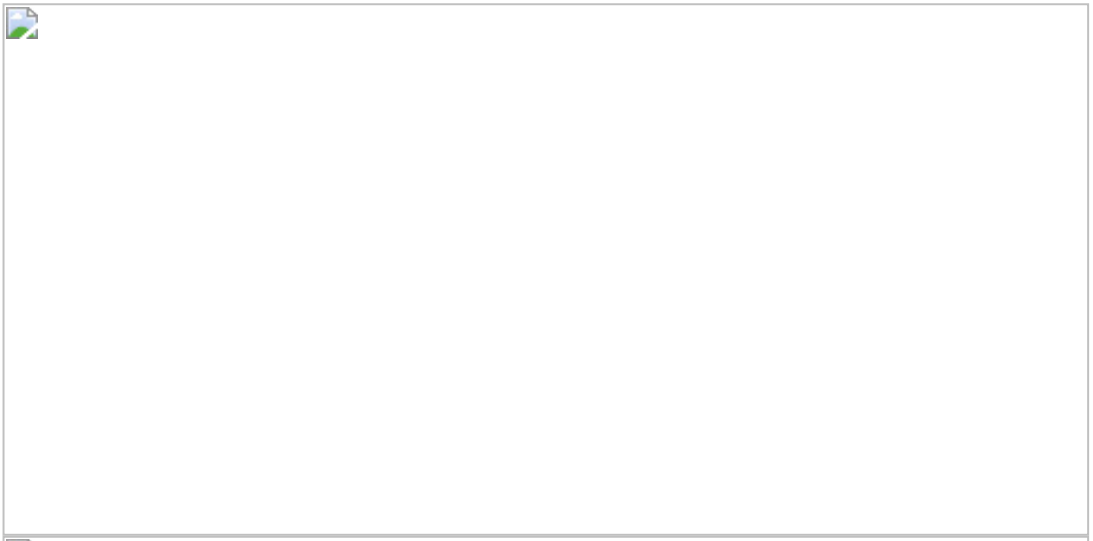




















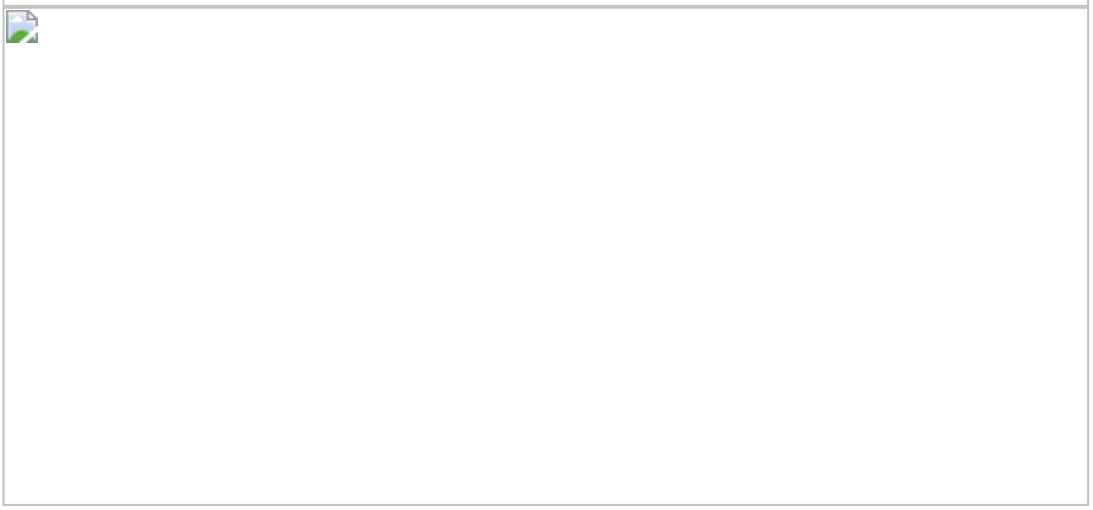


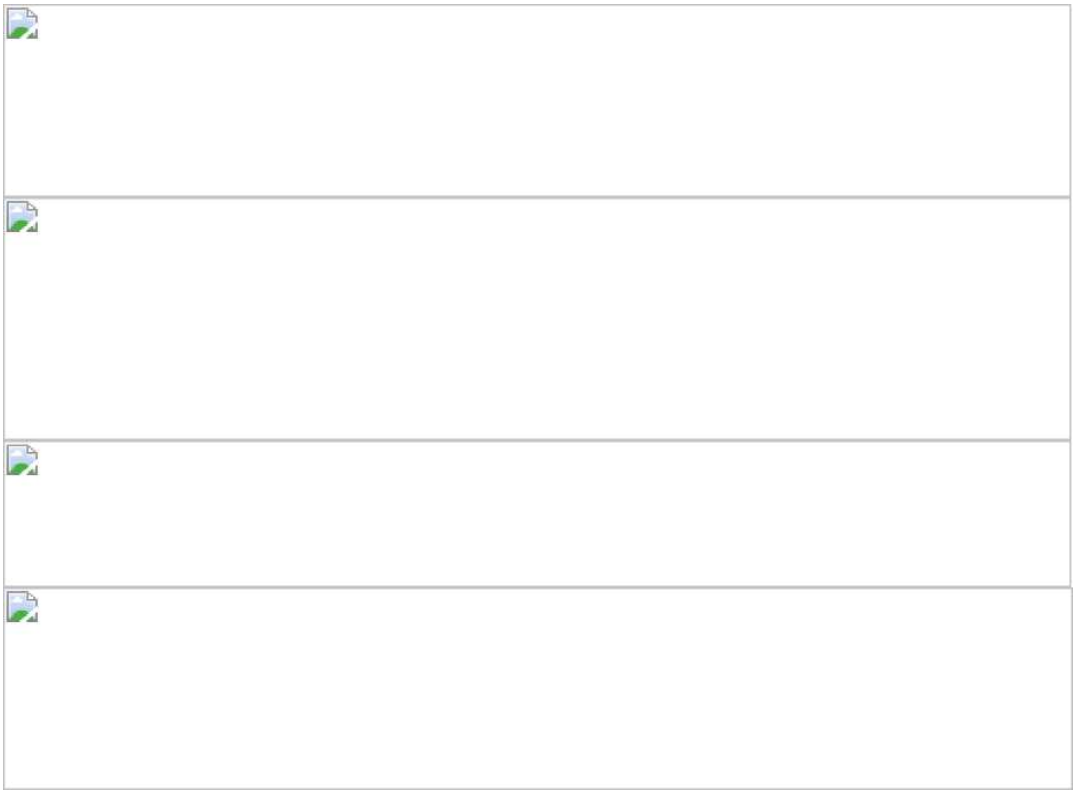












Yours faithfully

Mr Simon Paul Cordell

DOB 26/01/1981

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1st one

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Customer Services Unit Administration Office Highbury Corner Magistrates Court Tel: 0207-506 3100 Fax: 0870 739

5768
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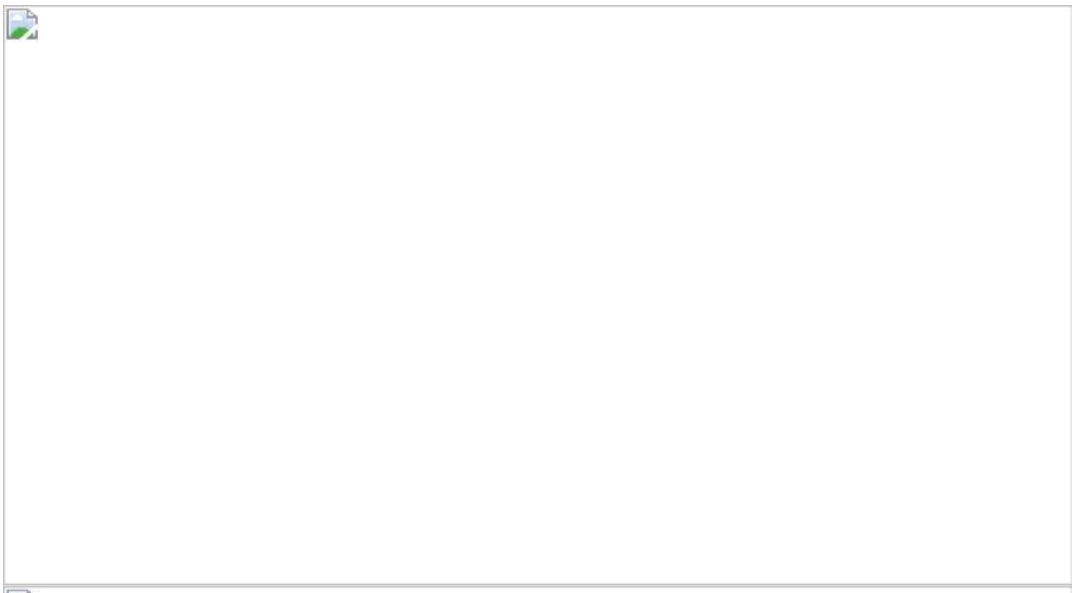
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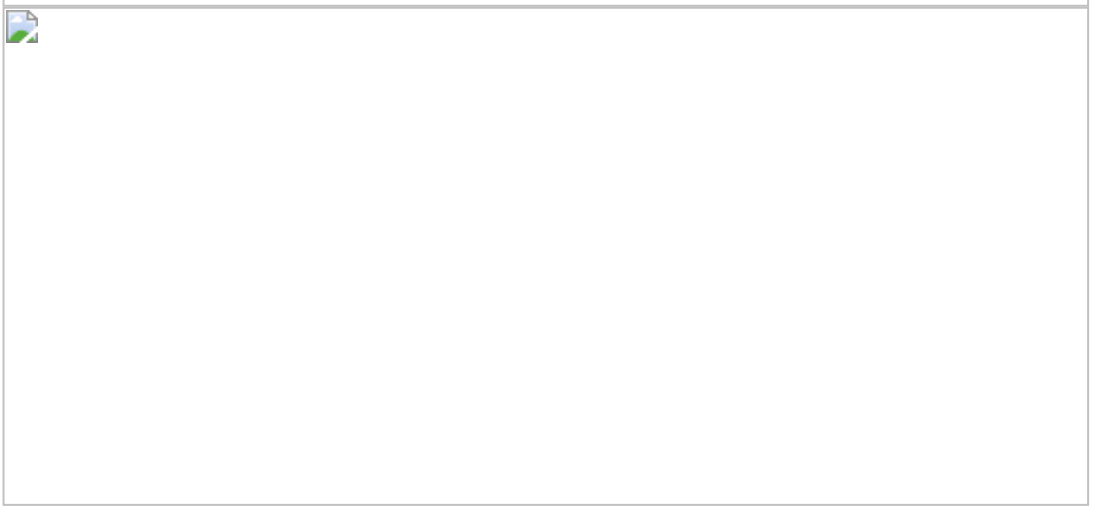


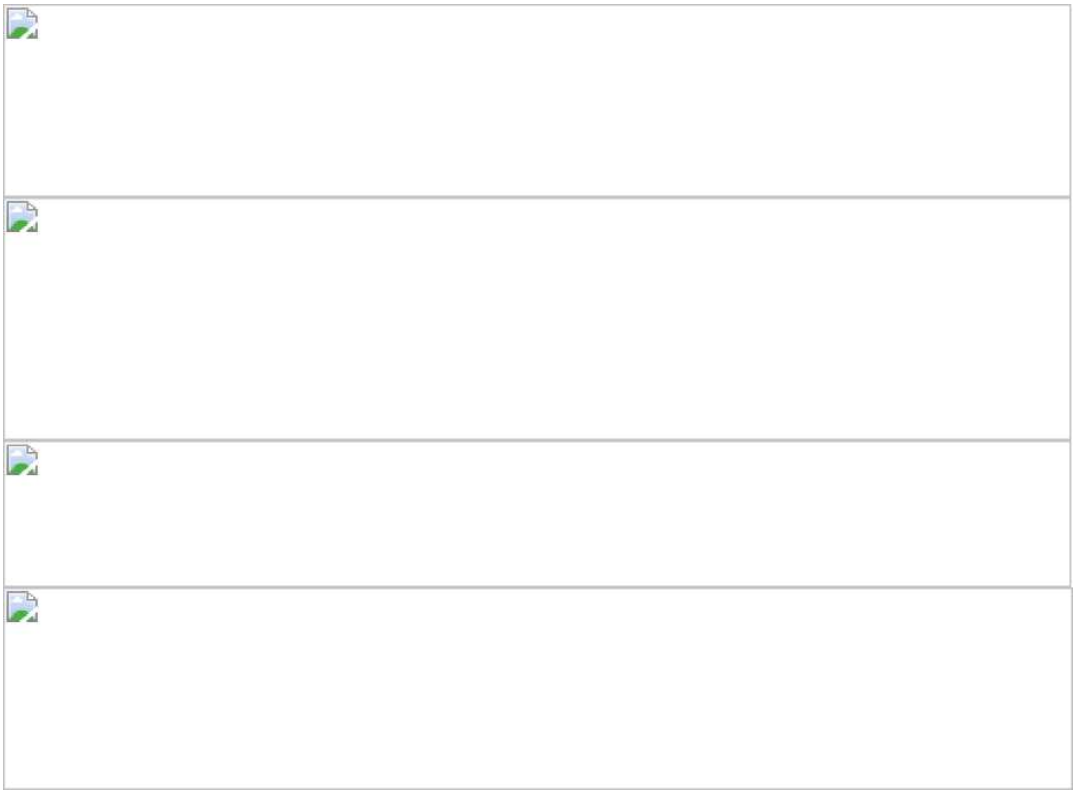












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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 October 2014 19:07
To: 'JOSEPHINE WARD'
Subject: FW: Simon Cordell Errors on Cases.
4th one

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 04 March 2014 15:23
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff are looking for the records at Enfield Magistrates Court this week; however, we will not have them for tomorrow morning. We will endeavour to have as many as possible before Thursday. If there are specific dates you needed particularly, these could be accessed first.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 04 March 2014 15:08
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am wondering if there is any update, as I am in Woolwich Crown Court tomorrow and as said I wanted the information before I went to court.

Regards

Simon Cordell

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

Sent: 03 March 2014 14:39
To: 'GL-HCORNERMCENQ'
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

After you email dated the 21/02/2014 I was thinking that you would be searching for the data from the week of the 24/02/2014 as this is what it said in the email. As I said in my 1st email when asking for the information I have a case that is at Woolwich crown court and I am having problems with my bail due to the records on my PNC, I am due in court maybe tomorrow or this week as my solicitor is putting into court to have a hearing and I wanted to have any errors on the PNC addressed at court.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 03 March 2014 13:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff will be searching for the requested Registers from tomorrow. We will contact you as soon as this is done.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 March 2014 13:22
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I was wondering if there were any updates as to the data I have asked for so that I can check cases against my PNC file.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 21 February 2014 16:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

The records you request are at another court. We will begin searching for them next week when the court is open.

Regards,

Customer Services Unit

Administration Officer

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: gl-hcornermcenq@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 20 February 2014 12:29
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

Hello

I do understand that most of the items listed in my emails are archived due to there date but as I can see errors in the dates of some of the things and I know this as fact I would like all items checked that is listed so that it can be checked against the PNC records I have got the print out from.

Many Thanks

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 20 February 2014 12:14
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Further to the conversation between Mrs Cordell and a member of staff yesterday, please specify which dates and offences you wish us to check. Almost all the offences are archived and not

immediately accessible using the computer; specific dates and offences would help reduce the delay in providing this information.

Regards,

Customer Services Unit Administration Office Highbury Corner Magistrates Court Tel: 0207-506 3100 Fax: 0870

739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 19 February 2014 13:36
To: GL-HCORNERMCENQ
Subject: Re: Simon Cordell Errors on Cases.

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield
Middlesex
EN3 7JQ
18/02/2014

To Whom It May Concern:

I am writing this email as I have an ongoing case at Woolwich Crown Court, and I have noticed some errors in my PNC record which the police printed of at around 25/06/2013.

I would be very grateful if you can pull up the following records so I can check them with the PNC the police printed off for the case that is ongoing at Woolwich Crown Court, I have been told I will need a Memorandum of conviction or the transcript for the case.

I do know there are some errors on the cases that was heard at Enfield Magistrates and can see them clearly, but due to how far they go back cannot remember some of the cases. I do also know some are correct but due to some dates being wrong on some of the ones I can see errors in I would like to check all the cases on the PNC that was heard at Enfield Magistrates.

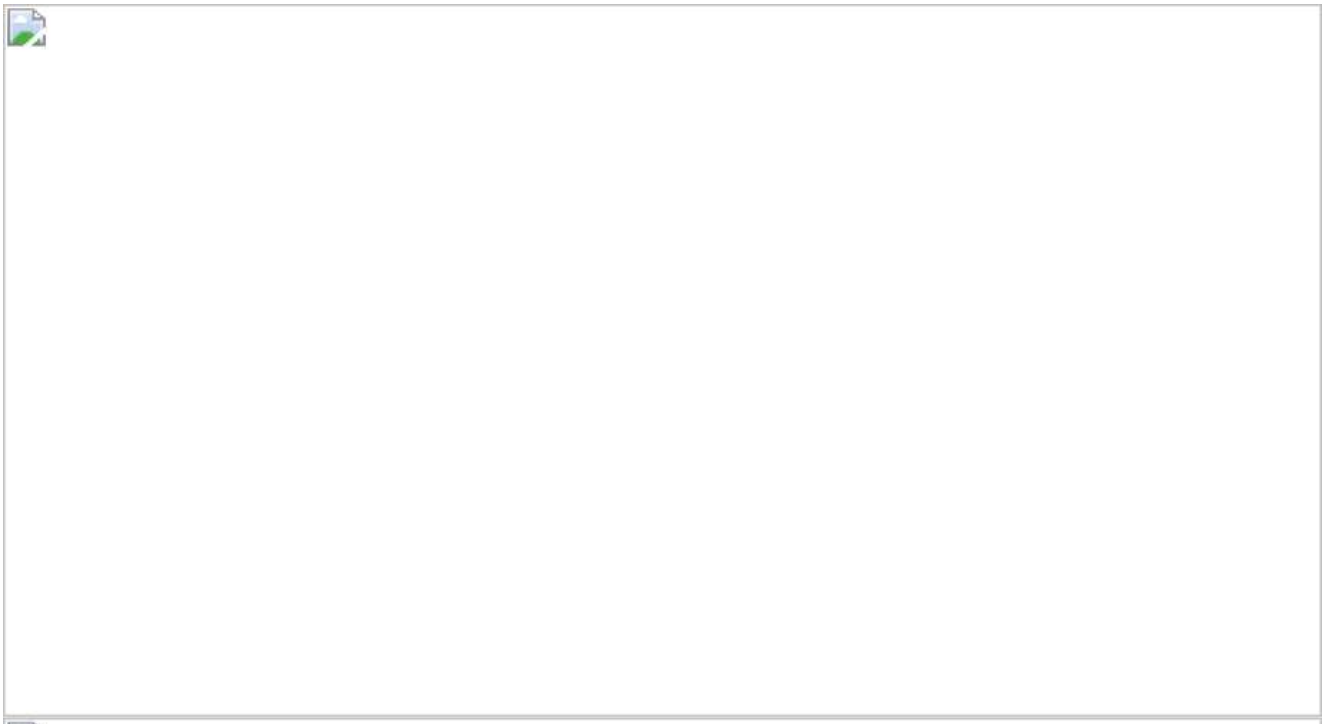
If this can be done as a matter of urgency due to the impact this is having on my life with the case that is ongoing at Woolwich Crown Court and my bail and other issues.

If the information could be emailed to me, I would be grateful as I am next in court on March 2014

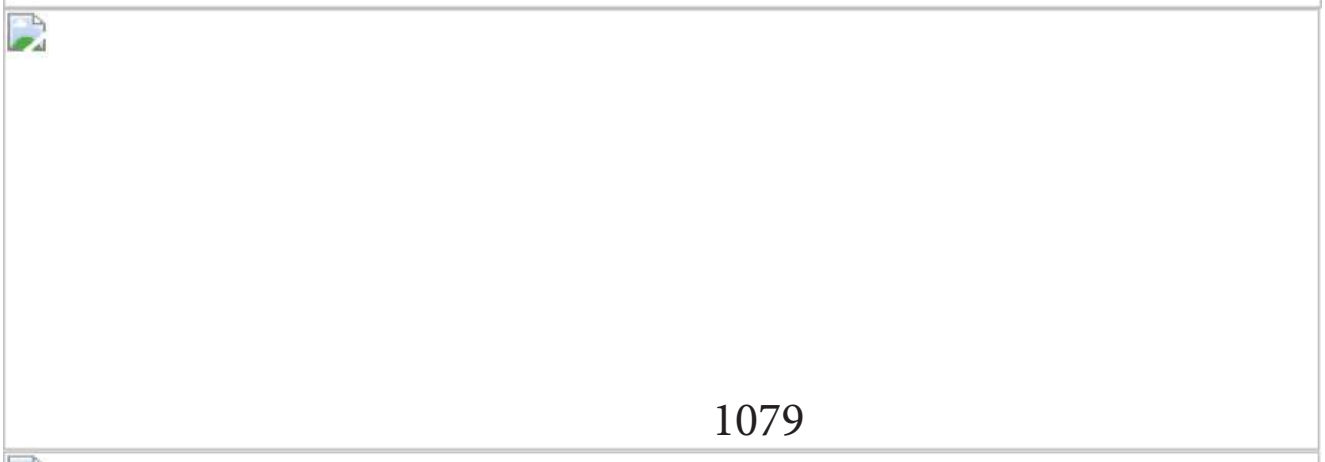
and

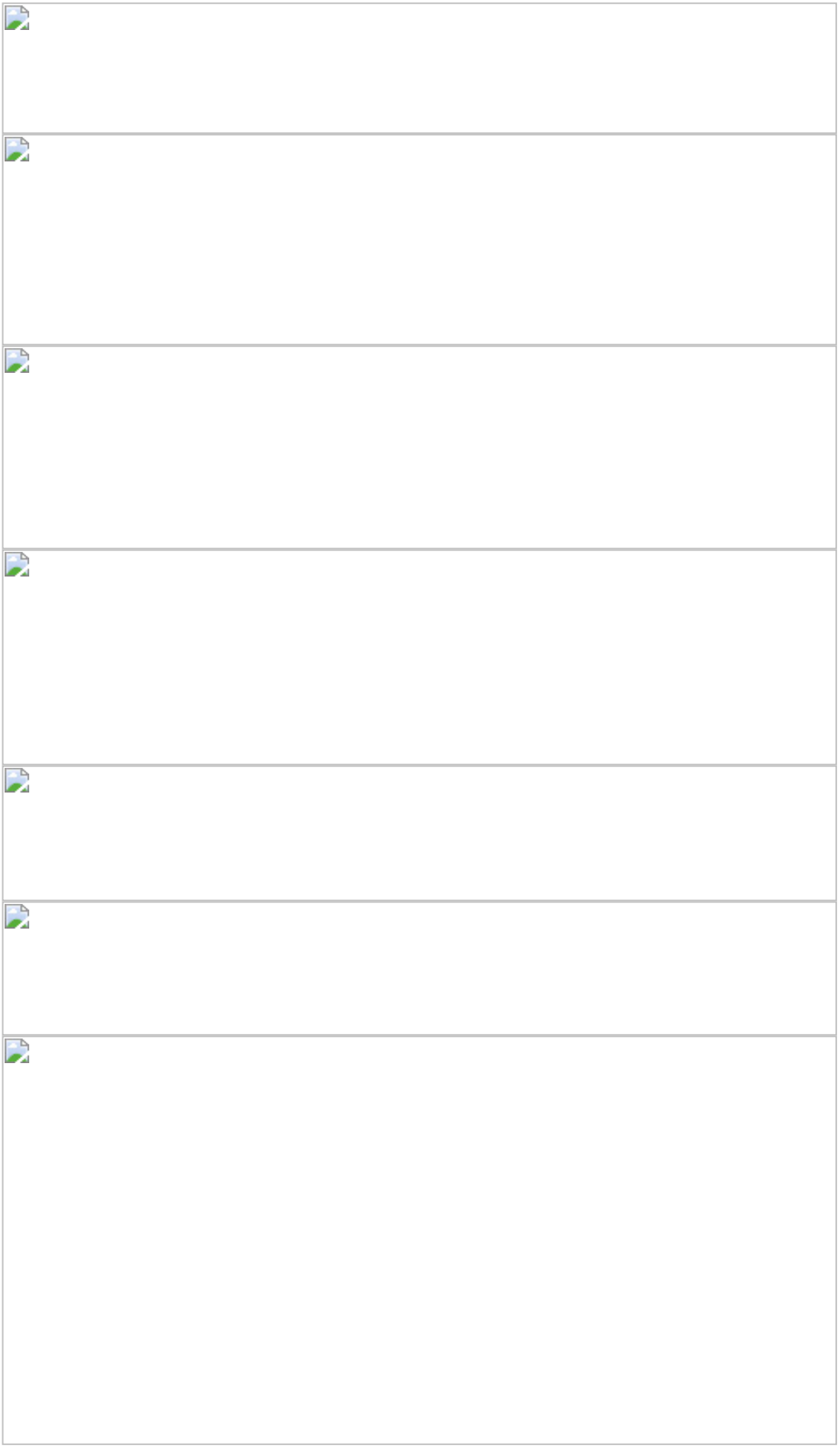
would like this information of any errors so I can show the judge. Please see

below the lists of cases I would like information on.









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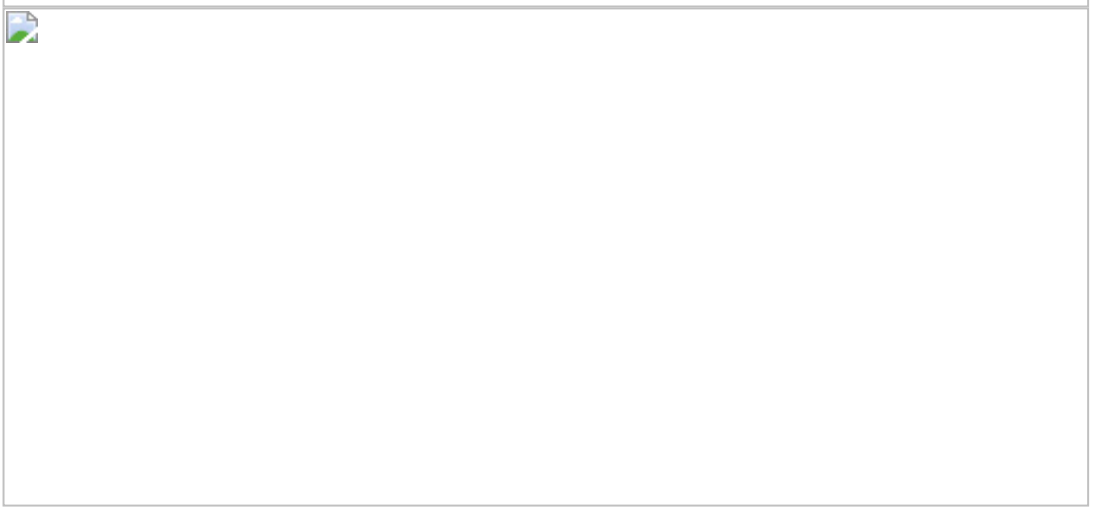


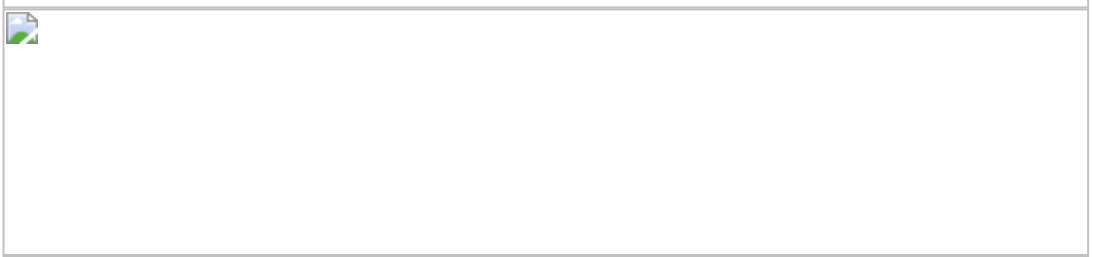















Yours faithfully

Mr Simon Paul Cordell

DOB 26/01/1981

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 October 2014 19:07
To: 'JOSEPHINE WARD'
Subject: FW: Simon Cordell Errors on Cases.

3rd one

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 03 March 2014 13:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff will be searching for the requested Registers from tomorrow. We will contact you as soon as this is done.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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Administration Office

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Sent: 19 February 2014 13:36
To: GL-HCORNERMCENQ
Subject: Re: Simon Cordell Errors on Cases.

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield
Middlesex
EN3 7JQ
18/02/2014

To Whom It May Concern:

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I would be very grateful if you can pull up the following records so I can check them with the PNC the police printed off for the case that is ongoing at Woolwich Crown Court, I have been told I will need a Memorandum of conviction or the transcript for the case.

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If this can be done as a matter of urgency due to the impact this is having on my life with the case that is ongoing at Woolwich Crown Court and my bail and other issues.

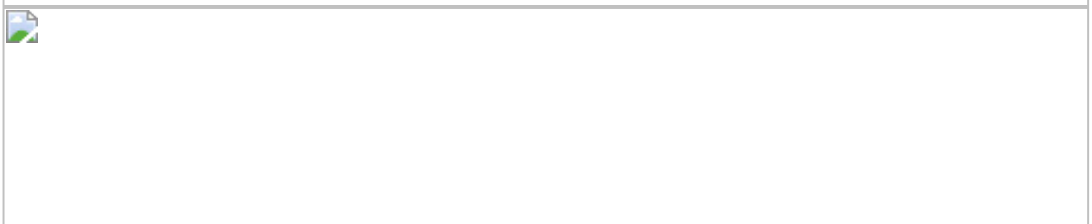
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Please see below the lists of cases I would like information on.





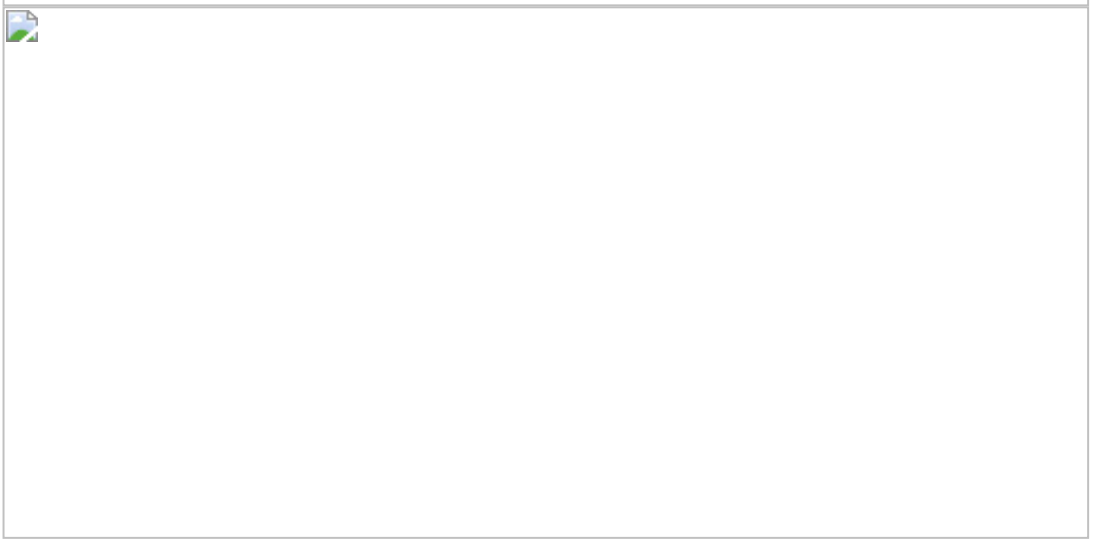










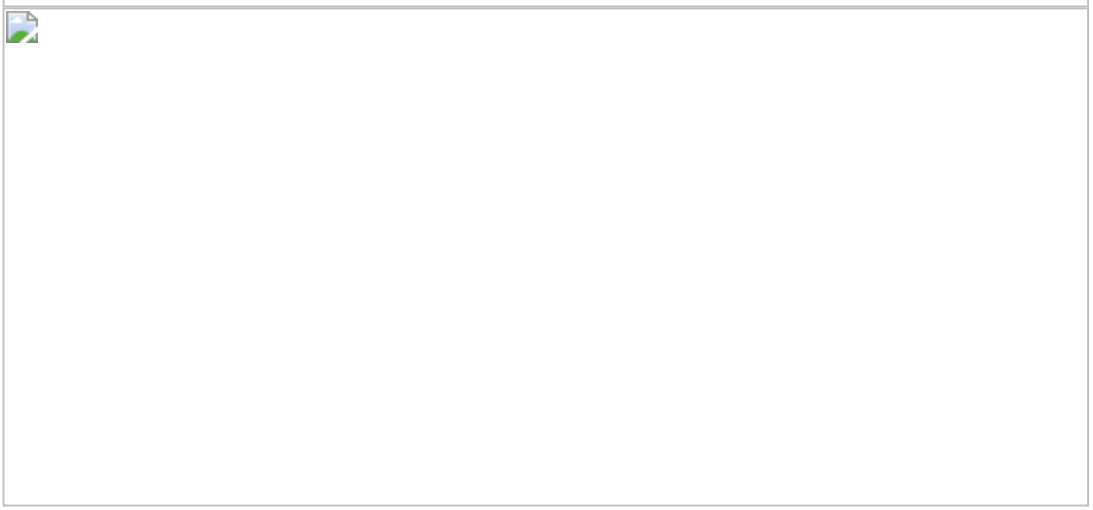

















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Mr Simon Paul Cordell

DOB 26/01/1981

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 October 2014 19:08
To: 'JOSEPHINE WARD'
Subject: FW: Simon Cordell Errors on Cases.
8th one

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 13 March 2014 13:04
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

A number of the registers have been located and they are being copied now. We will send them by post tomorrow to the address given by you in a previous e-mail:

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield
Middlesex
EN3 7JQ

The age and quality of the register entries is such that scanning and e-mailing is not a viable option.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 March 2014 12:27
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am sorry to keep emailing you but I still have not had any emails with the data I have asked for. Can you please get back to me with what is going on.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 12 March 2014 12:04
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Our colleague is searching for the files now: I will send whatever she finds today. She will be continuing to search for files tomorrow also.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 12 March 2014 11:59
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am writing this to see if there is any news as to the data I asked for. I was hoping to have got an email yesterday with some information due to the email you sent me on the 10/02/2014 but I did not. I understand that the court is only open Tuesday to Thursday which only give till tomorrow as you are aware I am back in court on the 18/03/2014 which if I do not get anything by tomorrow I will have to go into court then with nothing as the court would be closed. Could you therefore let me know if the data I have asked for will be available by tomorrow?

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 10 March 2014 12:59
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

As confirmed to Mrs Cordell last week, a member of staff at Tottenham Magistrates Court will research the Registers listed and copies will be sent, by e-mail, to you as we recover them. The Court opens Tuesday to Thursday: we hope to have at least some of the records for you tomorrow.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 March 2014 12:43
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am writing this email to see if there is any update to the information that I have asked for.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 04 March 2014 15:23
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff are looking for the records at Enfield Magistrates Court this week; however, we will not have them for tomorrow morning. We will endeavour to have as many as possible before Thursday. If there are specific dates you needed particularly, these could be accessed first.

Regards,

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 04 March 2014 15:08
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am wondering if there is any update, as I am in Woolwich Crown Court tomorrow and as said I wanted the information before I went to court.

Regards

Simon Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 March 2014 14:39
To: 'GL-HCORNERMCENQ'
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

After you email dated the 21/02/2014 I was thinking that you would be searching for the data from the week of the 24/02/2014 as this is what it said in the email. As I said in my 1st email when asking for the information I have a case that is at Woolwich crown court and I am having problems with my bail due to the records on my PNC, I am due in court maybe tomorrow or this week as my solicitor is putting into court to have a hearing and I wanted to have any errors on the PNC addressed at court.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 03 March 2014 13:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff will be searching for the requested Registers from tomorrow. We will contact you as soon as this is done.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 March 2014 13:22
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Subject: RE: Simon Cordell Errors on Cases.

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I was wondering if there were any updates as to the data I have asked for so that I can check cases against my PNC file.

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Sent: 21 February 2014 16:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

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Regards,

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Administration Officer

Highbury Corner Magistrates Court

Tel: 0207-506 3100

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Sent: 20 February 2014 12:29
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

Hello

I do understand that most of the items listed in my emails are archived due to their date but as I can see errors in the dates of some of the things and I know this as fact I would like all items checked that is listed so that it can be checked against the PNC records, I have got the print out from.

Many Thanks

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 20 February 2014 12:14
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Further to the conversation between Mrs Cordell and a member of staff yesterday, please specify which dates and offences you wish us to check. Almost all the offences are archived and not immediately accessible using the computer; specific dates and offences would help reduce the delay in providing this information.

Regards,

Customer Services Unit Administration Office Highbury Corner Magistrates Court Tel: 0207-506 3100 Fax: 0870 739

5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 19 February 2014 13:36
To: GL-HCORNERMCENQ
Subject: Re: Simon Cordell Errors on Cases.

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield
Middlesex
EN3 7JQ
18/02/2014

To Whom It May Concern:

I am writing this email as I have an ongoing case at Woolwich Crown Court, and I have noticed some errors in my PNC record which the police printed of at around 25/06/2013.

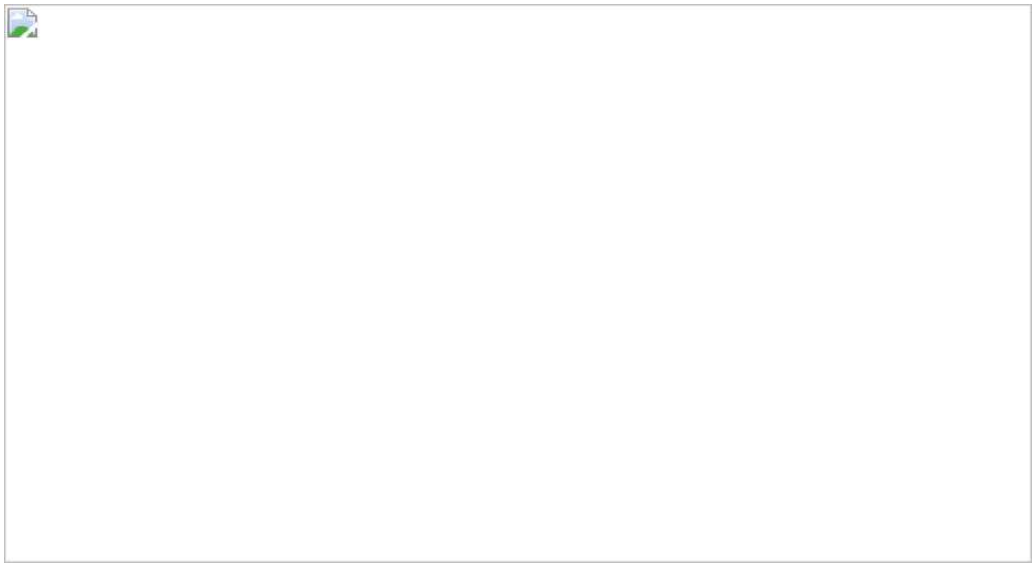
I would be very grateful if you can pull up the following records so I can check them with the PNC the police printed off for the case that is ongoing at Woolwich Crown Court, I have been told I will need a Memorandum of conviction or the transcript for the case.

I do know there are some errors on the cases that was heard at Enfield Magistrates and can see them clearly, but due to how far they go back cannot remember some of the cases. I do also know some are correct but due to some dates being wrong on some of the ones I can see errors in I would like to check all the cases on the PNC that was heard at Enfield Magistrates.

If this can be done as a matter of urgency due to the impact this is having on my life with the case that is ongoing at Woolwich Crown Court and my bail and other issues.

If the information could be emailed to me, I would be grateful as I am next in court on March 2014 and would like this information of any errors so I can show the judge.

Please see below the lists of cases I would like information on.

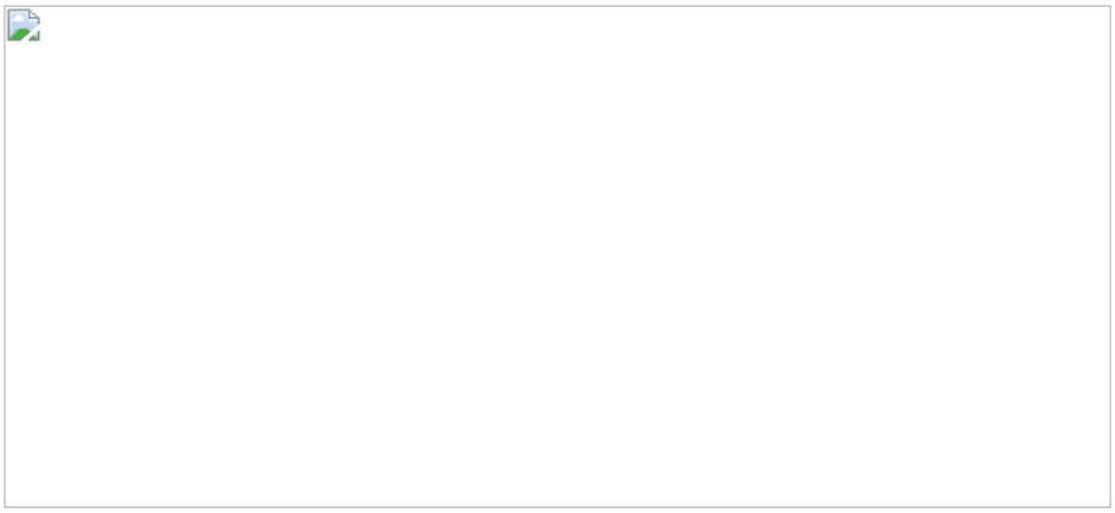




















Yours faithfully

Mr Simon Paul Cordell

DOB 26/01/1981

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 October 2014 19:08
To: 'JOSEPHINE WARD'
Subject: FW: Simon Cordell Errors on Cases.
7th one

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 12 March 2014 12:04
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Our colleague is searching for the files now: I will send whatever she finds today. She will be continuing to search for files tomorrow also.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 12 March 2014 11:59
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am writing this to see if there is any news as to the data I asked for. I was hoping to have got an email yesterday with some information due to the email you sent me on the 10/02/2014 but I did not. I understand that the court is only open Tuesday to Thursday which only give till tomorrow as you are aware I am back in court on the 18/03/2014 which if I do not get anything by tomorrow I will have to go into court then with nothing as the court would be closed. Could you therefore let me know if the data I have asked for will be available by tomorrow?

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 10 March 2014 12:59
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

As confirmed to Mrs Cordell last week, a member of staff at Tottenham Magistrates Court will research the Registers listed and copies will be sent, by e-mail, to you as we recover them. The Court opens Tuesday to Thursday: we hope to have at least some of the records for you tomorrow.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 March 2014 12:43
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am writing this email to see if there is any update to the information that I have asked for.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 04 March 2014 15:23
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff are looking for the records at Enfield Magistrates Court this week; however, we will not have them for tomorrow morning. We will endeavour to have as many as possible before Thursday. If there are specific dates you needed particularly, these could be accessed first.

Regards,

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Tel: 0207-506 3100

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Middlesex
EN3 7JQ
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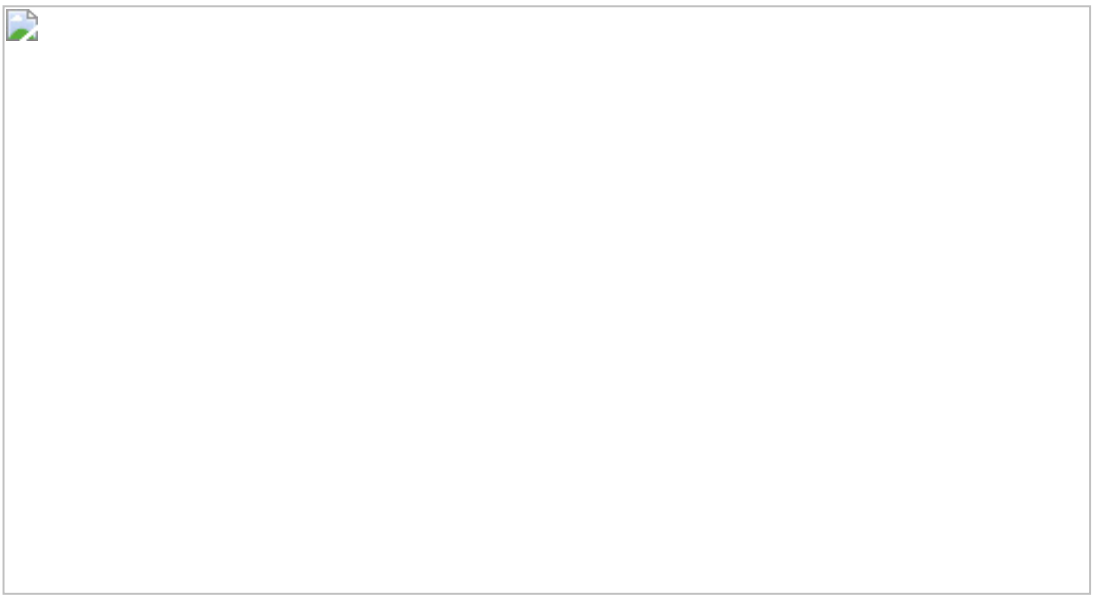
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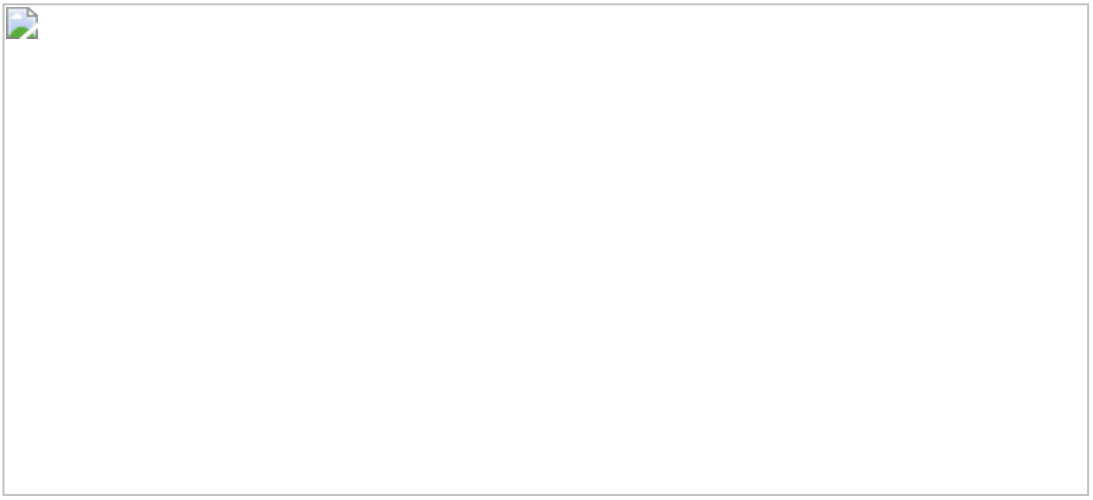
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If this can be done as a matter of urgency due to the impact this is having on my life with the case that is on going at Woolwich Crown Court and my bail and other issues.

If the information could be emailed to me I would be grateful as I am next in court on March 2014 and
would like this information of any errors so I can show the judge.

Please see below the lists of cases I would like information on.













Yours faithfully

Mr Simon Paul Cordell

DOB 26/01/1981

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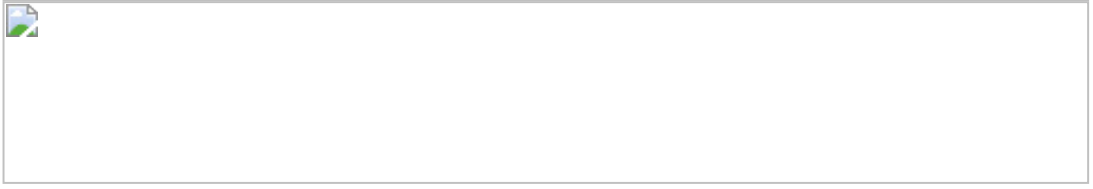












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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 October 2014 19:09
To: 'JOSEPHINE WARD'
Subject: FW: Simon Cordell Errors on Cases.
10th one

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 13 March 2014 14:47
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

You may collect the information from Enfield Magistrates Court today, between 4pm and 4.30pm, if you wish. You should take some form of photographic identification with you for security purposes, and speak to the Customer Services Unit. You can speak to them on 0208-808 5411 (Option 4).

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 March 2014 14:10
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

Could you please email them to this address if possible? Or would it please be possible for my mum to attend Enfield Court and pick the data up.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcomermcenq@hmcts.gsi.gov.uk]
Sent: 13 March 2014 13:04
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

A number of the registers have been located and they are being copied now. We will send them by post tomorrow to the address given by you in a previous e-mail:

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield Middlesex
EN3 7JQ

The age and quality of the register entries is such that scanning and e-mailing is not a viable option.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court Tel: 0207-506 3100
Fax: 0870 739 5768
e-mail: GL -HCORNERMCEN Q @hmcts .gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 March 2014 12:27
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am sorry to keep emailing you but I still have not had any emails with the data I have asked for. Can you please get back to me with what is going on?

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcomermcenq@hmcts.gsi.gov.uk]
Sent: 12 March 2014 12:04
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Our colleague is searching for the files now: I will send whatever she finds today. She will be continuing to search for files tomorrow also.

Regards,

Customer Services Unit Highbury Corner Magistrates Court Tel: 0207-506 3100 Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 12 March 2014 11:59
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am writing this to see if there is any news as to the data I asked for. I was hoping to have got an email yesterday with some information due to the email you sent me on the 10/02/2014 but I did not. I understand that the court is only open Tuesday to Thursday which only give till tomorrow as you are aware, I am back in court on the 18/03/2014 which if I do not get anything by tomorrow, I will have to go into court then with nothing as the court would be closed. Could you therefore let me know if the data I have asked for will be available by tomorrow?

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 10 March 2014 12:59
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

As confirmed to Mrs Cordell last week, a member of staff at Tottenham Magistrates Court will research the Registers listed and copies will be sent, by e-mail, to you as we recover them. The Court opens Tuesday to Thursday: we hope to have at least some of the records for you tomorrow.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 March 2014 12:43
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am writing this email to see if there is any update to the information that I have asked for.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 04 March 2014 15:23
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff are looking for the records at Enfield Magistrates Court this week; however, we will not have them for tomorrow morning. We will endeavour to have as many as possible before Thursday. If there are specific dates you needed particularly, these could be accessed first.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 04 March 2014 15:08
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I am wondering if there is any update, as I am in Woolwich Crown Court tomorrow and as said I wanted the information before I went to court.

Regards

Simon Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 March 2014 14:39
To: 'GL-HCORNERMCENQ'
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

After you email dated the 21/02/2014 I was thinking that you would be searching for the data from the week of the 24/02/2014 as this is what it said in the email. As I said in my 1st email when asking for the information I have a case that is at Woolwich crown court and I am having problems with my bail due to the records on my PNC, I am due in court maybe tomorrow or this week as my solicitor is putting into court to have a hearing and I wanted to have any errors on the PNC addressed at court.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 03 March 2014 13:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Staff will be searching for the requested Registers from tomorrow. We will contact you as soon as this is done.

Regards,

Customer Services Unit

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 March 2014 13:22
To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

To Whom It May Concern:

I was wondering if there were any updates as to the data I have asked for so that I can check cases against my PNC file.

Regards

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 21 February 2014 16:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

The records you request are at another court. We will begin searching for them next week when the court is open.

Regards,

Customer Services Unit

Administration Officer

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: gl-hcornermcenq@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 20 February 2014 12:29











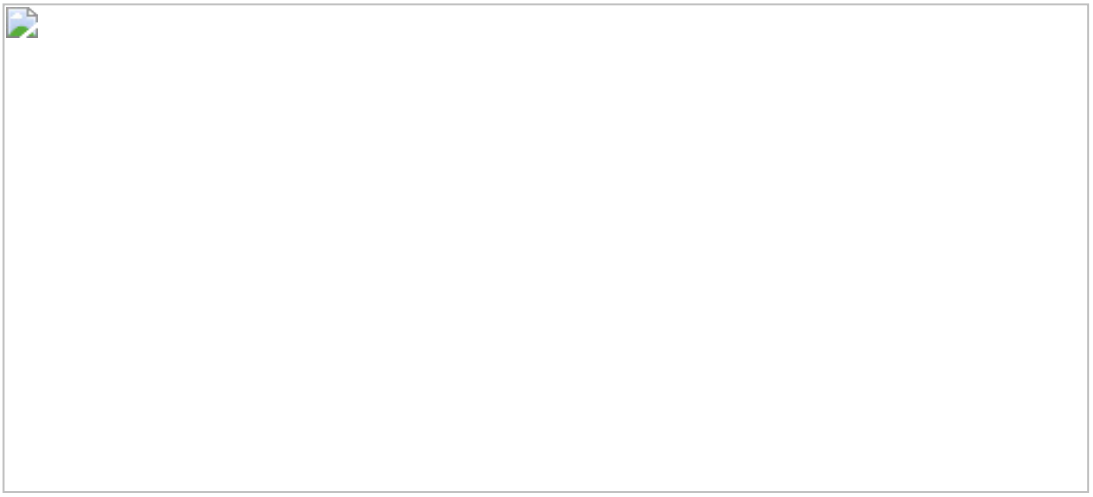




















Yours faithfully

Mr Simon Paul Cordell

DOB 26/01/1981

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To: GL-HCORNERMCENQ
Subject: RE: Simon Cordell Errors on Cases.

Hello

I do understand that most of the items listed in my emails are archived due to there date but as I can see errors in the dates of some of the things and I know this as fact I would like all items checked that is listed so that it can be checked against the PNC records I have got the print out from.

Many Thanks

Simon Cordell

From: GL-HCORNERMCENQ [mailto:gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 20 February 2014 12:14
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Errors on Cases.

Dear Mr Cordell,

Further to the conversation between Mrs Cordell and a member of staff yesterday, please specify which dates and offences you wish us to check. Almost all the offences are archived and not immediately accessible using the computer; specific dates and offences would help reduce the delay in providing this information.

Regards,

Customer Services Unit

Administration Office

Highbury Corner Magistrates Court

Tel: 0207-506 3100

Fax: 0870 739 5768
e-mail: GL-HCORNERMCENQ@hmcts.gsi.gov.uk

I am neither authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 19 February 2014 13:36
To: GL-HCORNERMCENQ
Subject: Re: Simon Cordell Errors on Cases.

Mr. Simon Paul Cordell
109 Burncroft Road
Enfield

Middlesex
EN3 7JQ
18/02/2014

To Whom It May Concern:

I am writing this email as I have an ongoing case at Woolwich Crown Court, and I have noticed some errors in my PNC record which the police printed of at around 25/06/2013.

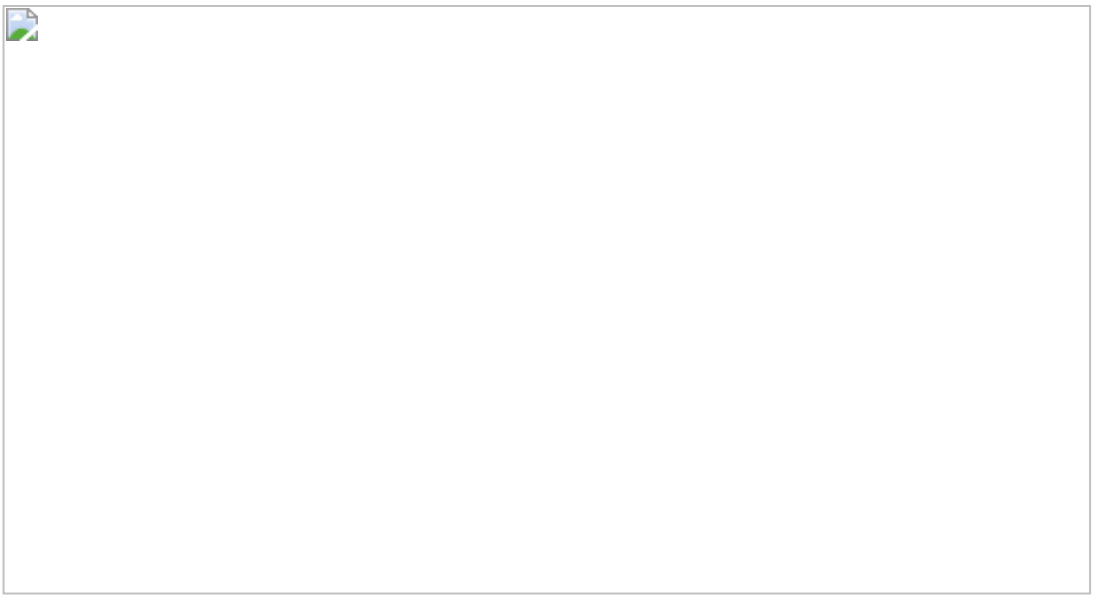
I would be very grateful if you can pull up the following records so I can check them with the PNC the police printed off for the case that is on going at Woolwich Crown Court, I have been told I will need a Memorandum of conviction or the transcript for the case.

I do know there are some errors on the cases that was heard at Enfield Magistrates and can see them clearly, but due to how far they go back cannot remember some of the cases. I do also know some are correct but due to some dates being wrong on some of the ones I can see errors in I would like to check all the cases on the PNC that was heard at Enfield Magistrates.

If this can be done as a matter of urgency due to the impact this is having on my life with the case that is on going at Woolwich Crown Court and my bail and other issues.

If the information could be emailed to me I would be grateful as I am next in court on March 2014 and
would like this information of any errors so I can show the judge.

Please see below the lists of cases I would like information on.















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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 22 October 2014 11:53
To: 'martinjenkin@broadsuredirect.com'
Subject: RE: Simon Cordell

Hi martin

Can you please get back to me about payment we do not know any details and have had no letters, I have money here to make payment. Can you please get back to me today so that I know Simon insurance will not be stopped?

Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 14 October 2014 10:15
To: 'martinjenkin@broadsuredirect.com'
Subject: RE: Simon Cordell

Hi Martin

Can you get back to me with the payment details for Simon and how much each month and when the 1st payment will be due out of his account please.

Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 09 October 2014 15:15
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Sorry for the delay in getting the information

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Sent: 07 October 2014 18:10
To: 'Lorraine Cordell'

Subject: RE: Simon Cordell

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DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477
f: 01843 594488

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

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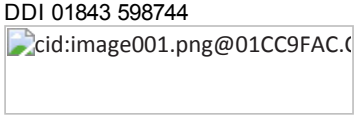
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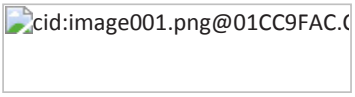
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Number, sec code, ex date etc

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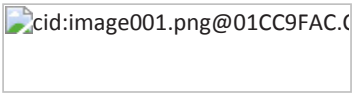
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Subject:	Re: Hire Agreement
From:	Rewired Rewired (re_wired@ymail.com)
To:	lorraine32@blueyonder.co.uk;
Date:	Thursday, 23 October 2014, 13:44

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On Thursday, 23 October 2014, 13:29, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

> Here see attached

Subject: Community Kids Halloween Party
From: Luvinia De-Terville (lou.demseventmanagement@gmail.com)
To: dijohn1@hotmail.co.uk; patsyyull1@hotmail.com; gary.nikki@talktalk.net; hayleyjpage@hotmail.co.uk; anamillwood@yahoo.co.uk; re_wired@ymail.com; rickjewell@blueyonder.co.uk;
Date: Saturday, 25 October 2014, 12:13

Good afternoon all,

I am sorry if any of you feel, that my previous email was irrelevant to you and if i have offended or disrespected any of you in any way then for this i must apologize.

Regards

Lou

CEO & Manager 07951 330 467

D.E.M.S

De-Terville Event Management Services

Follow us on: Twitter: @Dems201Lou

Facebook: www.facebook.com/detervilleeventmanagement

Skype: lou1dems

Raising Funds for this much needed and worthwhile charity, Target aim 1000GBP Please give any amount, all donations greatly appreciated.

Also doing a SPONSORED WALK 11km/7miles ENFIELD LOCK TO TOTTENHAM HALE (3hrs minimum) raising more towards our target aim www.justgiving.com/DEMS-Bliss

Community Charity Children's Fashion Show Fundraiser for Bliss

08/11/14 @6 PM-late

Kempe Hall Community Centre, 46 Kempe Rd EN1 4QW

From: Martin Jenkin [martinjenkin@broadsuredirect.com]
Sent: 28 October 2014 17:56
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Lorraine,

The payment is already in cycle so please ensure the money is there to be taken as cleared funds by the 30th latest

Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 22 October 2014 13:15 To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Thank you for the reply yes can I make the payment of £328.45 today please.

Regards

Lorraine

From: Martin Jenkin [mailto:martinienkin@broadsuredirect.com]
Sent: 22 October 2014 12:10
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Hi Lorraine,

Looking at the agreement the Direct debit the payment schedule looks like the below,

We need to make sure the payment goes through as failure will result in the Facility being withdrawn.

Alternatively, I can process the payment by card to ensure it goes through prior

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Tuesday 19-May-2015	Direct Debit	Unblocked	£149.21
Friday 19-Jun-2015	Direct Debit	Unblocked	£149.21
Monday 20-Jul-2015	Direct Debit	Unblocked	£149.21

Regards

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From: Lorraine Cordell fmailto: lorraine32@bluevonder.co.uk

Sent: 22 October 2014 11:53

To: martinjenkin@broadsuredirect.com

Subject: RE: Simon Cordell

Hi martin

Can you please get back to me about payment we do not know any details and have had no letters, I have money here to make payment. Can you please get back to me today so that I know Simon insurance will not be stopped?

Regards

Lorraine

From: Lorraine Cordell fmailto: lorraine32@bluevonder.co.uk1
Sent: 14 October 2014 10:15
To: 'martinjenkin@broadsuredirect.com'
Subject: RE: Simon Cordell

Hi Martin

Can you get back to me with the payment details for Simon and how much each month and when the 1st payment will be due out of his account please.

Regards

Lorraine

From: Lorraine Cordell fmailto: lorraine32@bluevonder.co.uk
Sent: 09 October 2014 15:15
To: 'Martin Jenkin'

Subject: RE: Simon Cordell

Hi Martin
Sorry for the delay in getting the information

Barclays Bank Mr Simon P Cordell 20-29-81 10895261

That is the info you needed

Can you let me know when the 1st payment will come out and how much for please and how much each payment is for and what date?

Regards

Lorraine

From: Martin Jenkin rmailto:martinienkin@broadsuredirect.coml
Sent: 07 October 2014 18:10
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Could you confirm the bank details and I will reset the direct debit up?

Once set up I will confirm the payment dates and we need to make sure the payment goes through Regards

Martin Jenkin DDI 01843 598744
cid: image001.png@01CC9FAC.(

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From: Lorraine Cordell fmailto: lorraine32@bluevonder.co.uk
Sent: 07 October 2014 18:03
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

Is there any news about the payment yet?

Regards

Lorraine

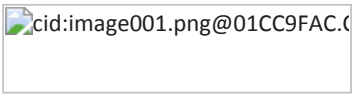
From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 01 October 2014 16:20
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Hi Lorraine,

I am currently looking to see if I can re setup the direct debit on a recourse basis,

I will be back in contact shortly

Regards

Martin Jenkin
DDI 01843 598744


t: 01843 594477
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Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 30 September 2014 15:04
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hello Martin

After Simon has just got off the phone to you and you saying to him that the full amount would need to be paid to keep the insurance in place or 2 payments at £700 to keep it in place.

I fill that this is way to much to ask I have a letter here dated the 26/09/2014 saying that he has 7 days from that date before the insurance is closed.

There has been so many errors with his insurance even to the fact we never got any documents for ages as they was left in the fill and forgot to be sent out. So for ages we never had any documents so did not know when any payments was due.

As you are also aware my mother passed away and the family has been dealing with that also.

There have been many emails that have been sent to Broadsure and many problems over the last 2 years.

Even to the fact from April 2014 when Simon started a next insurance policy that all went wrong also by no fact of his own, and you making a payment to the said company I fill should never have been made.

Please can you say what is going on with the insurance policy and if instalments can be made and by how much as ATM there is no way after paying for a funeral that 2 payments of £700 can be made.

Can you also send him over his no claims bonus?

Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 29 October 2014 16:35
To: 'Martin Jenkin'
Subject: RE: Simon Cordell

Hi Martin

The money is in the bank all ready

Lorraine

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Sent: 28 October 2014 17:56
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Lorraine,

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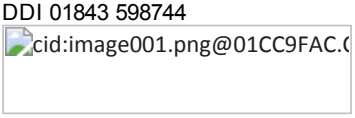
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Can you also send him over his no claims bonus?

Regards

Lorraine

From: JOSEPHINE WARD
To: Lorraine Cordell; Michael Carroll
Subject: Fwd: FW: Simon Cordell - Attendance Note - 5th Nov 2014
Date: 10 November 2014 18:37:31
Attachments: ATT00001.txt

Simon Cordell - Att Note.docx
Lorraine
I am forwarding the court note from the interim ASBO application. As I indicated to yourself and Simon the restrictions imposed in the ASBO are imposed to prevent anti-social behaviour and do not curtail Simon's legitimate business interests.
The cross-examination of the police witnesses is best left until the full ASBO application.
With regards to the witnesses that we required, we did ask for all police officers to be in attendance as they were for the initial hearing when there was a flood at the barrister's house.
The restrictions imposed in the ASBO appear on first reading to be fair and the District Judge has taken into consideration Simon's human rights.
We return to court in 15th March 2014 when the case is set down for two days. You will no doubt note all the other directions made but we have time to comply with these.
Any questions please do not hesitate to contact me.
Regards
Josephine

Forwarded message

From: Irram Khan <Irram.Khan@nexuschambers.com>
Date: Mon, Nov 10, 2014 at 5:50 PM
Subject: FW: Simon Cordell - Attendance Note - 5th Nov 2014
To: "josephinewardsolicitor@gmail.com" <josephinewardsolicitor@gmail.com>, "josie@michaelcarrollandco.com" <josie@michaelcarrollandco.com>

Original Message

From: Hayley Brickel [mailto:hayleybrickel@googlemail.com]
Sent: 05 November 2014 22:54 To: info@michaelcarrollandco.com Cc: Results
Subject: Simon Cordell - Attendance Note - 5th Nov 2014
Dear Josie and Michael,
Please find attached my attendance note, in respect of the above named, following today's hearing at Highbury Corner Magistrates' Court for an Interim Anti-Social Behaviour Order.

A signed copy of the Interim Anti-Social Behaviour Order will be forwarded to those Instructing.

Kind regards,

Hayley
Nexus Chambers 5th November 2014.

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Please consider the environment - do you really need to print this email?

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Please consider the environment - do you really need to print this email?

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 20 November 2014 16:48
To: 'rachelbarker@broadsuredirect. com'
Cc: 'martinj enkin@broadsuredirect com'
Subject: RE: REF: 00-COSX14MT07-ID<80> OpenAttach Documents

Dear Rachel and Martin

I am writing this email as I said on the phone the other day to you there is big problems with Simon Licence due to KGM I do not have counterpart issue 21 Simon lost it ages ago.
Due to KGM and all the times Simon vehicles was sized due to then showing as not insured Simon cannot even drive as his licence has been revoked for no insurance. Which as you are aware, he was in fact insured.
As I said, no summons came for 2 of the seizer so we did not know about them going to court and they found him guilty of no insurance when in fact he was insured the reason we found out was DVLA wrote to us asking for Simon Licence to be sent to them to add the points, these 2 cases I am asking the court to set them aside, and reopen the cases in the email to the court I have sent a copy of Simon insurance. But the 2 courts are taking their time about it to do anything or set a new date.

We got one summons out of the 3 cases that I am trying to deal with and sent that off saying not guilty I done this by email also and sent a copy of insurance but this is the case where the police officer spoke to KGM and Martin to which both said he was in fact insured then the police officer said Simon had tools in his van which he did not and KGM was going to void his insurance due to this Martin is well aware of this one and so is Kelly Tiller at KGM I have asked both KGM doe data about this and also Martin to write an email about this but none has done this as I have had not repose to what I asked.
There is also the fact no letter come from the court with a date this was going to be heard, this case is listed to be heard at court on the 26/11/2014.

Therefore, as you can see due to KGM and Simon insurance not showing on the MID database this has had a huge impact on Simon if I could apply for a new Licence I would but due to it being revoked I cannot get this. Therefore, the counterpart you need cannot be dealt with until all of this goes to court and is sorted and this is no fault of Simon's.

Simon licence at this time due to the no insurance will have points on it due to the no insurance this is a mess due to what KGM done with Simon insurance, I have kept asking for things to send the court but have had nothing, so ATM Simon has insurance and cannot even drive. Which in itself is totally wrong.

I am also at this time writing a letter to the insurance ombudsman as it has gone too far Simon losing his licence when in fact he did have insurance and it did not matter how many times we called Martin and KGM the MID database was not corrected, until the compound noticed what was wrong and then we forwarded this information over to Martin and KGM, at this point KGM did in fact sort his car out on the database but not his van this did not happen for some months after due to us keeping on about it to KGM. And it was all due to a space being placed in the database within the reg of the vehicles. Simon ATN is out of packet by a lot of money due to the sizers and also due to paying for insurance that he cannot even use now due to this mess which is not right.

I do not know how this is going to be dealt with as I cannot send you the document you are asking for Broadsure knows my son has a licence as Simon has been using Broadsure for the past 3 or 4 years can you please get back to me about this matter as you said you would talk to Martin after our last call and I have heard nothing.

Regards

Lorraine

From: Rewired Rewired [mailto:re_wired@ymail.com]
Sent: 20 November 2014 13:59
To: lorraine32@blueyonder.co.uk
Subject: Fw: REF: 00-COSX14MT07-ID<80> OpenAttach Documents

On Tuesday, 18 November 2014, 15:43, Rachel <rachelbarker@broadsuredirect.com> wrote:

Good Afternoon,

Please contact Broadsure Direct on 01843 594477 regarding outstanding Counter Part Driving Licence (issue 21), This matter is now urgent and we need these documents to avoid your insurance company sending a 7 day cancellation notice.

Kind Regards

Rachel Barker


Administration Department
t: 01843 594477
f: 01843 594488

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

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From: Ayi, Anita [Anita.Ayi@financial-ombudsman.org.uk]
Sent: 20 November 2014 17:30
To: 'lorraine32@blueyonder.co.uk'
Subject: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

Attachments: Cordell CF.rtf
Dear Ms Cordell

Mr S Cordell's complaint about KGM Underwriting Agencies Limited

Thank you for getting in touch with us. Our consumer leaflet explains our role – so do read through and have a look at how we can help: www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm

As you can see, before we can take on a complaint, the business involved must have the chance to put things right.

what happens next

I've written to the business to let them know about the complaint. They should contact you soon to tell you they are looking into what's happened – and to ask for more details if they need them.

If you *don't* hear from the business within the next few days, you can contact them using the details below – mentioning that we have already written to them. They should give you their *final response* to the complaint – in writing – within eight weeks of the date they first received it.

The business's final response should summarise the complaint and give you their final say. It should also tell you that you can refer the complaint to us if you're not happy – which you have to do within *six months*.

In case you need it, the business's address is:

KGM Underwriting Agencies Limited
KGM House
George Lane
London
E18 1RX

once you have a final response – or after eight weeks

If you're not happy with the business's final response – or if eight weeks pass and you haven't received it – then please fill in the enclosed complaint form and send it to us.

Please also send us a copy of the final response and any other information you think is important to the complaint. There's no need to send us any original documents.

We don't normally pay the professional fees – in full or in part – of any solicitor, accountant or other paid adviser that a consumer might use to bring a complaint to us.

We won't take any more action unless you contact us again. If you would like more information about us, please see our website – www.financial-ombudsman.org.uk.

Yours sincerely

Anita Ayi
Consumer Consultant

Anita Ayi | Consumer Consultant | Tel: 020 3716 9790 | Fax: 020 3716 9791|Financial Ombudsman Service | Exchange Tower, London, E14 9SR

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 20 November 2014 20:09
To: 'Ayi, Anita'
Subject: RE: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

Hello

Thank you for the email to the complaint but I can not see the attached form which my son would need to look over and write anyting else that has not been written and sign and send back.

Could you please attached the form so that this can be done

Regards

Lorraine

From: Ayi, Anita [mailto:Anita.Ayi@financial-ombudsman.org.uk]
Sent: 20 November 2014 17:30
To: 'lorraine32@blueyonder.co.uk'
Subject: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

Dear Ms Cordell

Mr S Cordell's complaint about KGM Underwriting Agencies Limited

Thank you for getting in touch with us. Our consumer leaflet explains our role – so do read through and have a look at how we can help: www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm

As you can see, before we can take on a complaint, the business involved must have the chance to put things right.

what happens next

I've written to the business to let them know about the complaint. They should contact you soon to tell you they are looking into what's happened – and to ask for more details if they need them.

If you *don't* hear from the business within the next few days, you can contact them using the details below – mentioning that we have already written to them. They should give you their *final response* to the complaint – in writing – within eight weeks of the date they first received it.

The business's final response should summarise the complaint and give you their final say. It should also tell you that you can refer the complaint to us if you're not happy – which you have to do within *six months*.

In case you need it, the business's address is:

KGM Underwriting Agencies Limited
KGM House
George Lane
London
E18 1RX

once you have a final response – or after eight weeks

If you're not happy with the business's final response – or if eight weeks pass and you haven't received it – then please fill in the enclosed complaint form and send it to us.

Please also send us a copy of the final response and any other information you think is important to the complaint. There's no need to send us any original documents.

We don't normally pay the professional fees – in full or in part – of any solicitor, accountant or other paid adviser that a consumer might use to bring a complaint to us.

We won't take any more action unless you contact us again. If you would like more information about us, please see our website – www.financial-ombudsman.org.uk.

Yours sincerely

Anita Ayi
Consumer Consultant

Anita Ayi | Consumer Consultant | Tel: 020 3716 9790 | Fax: 020 3716 9791|Financial Ombudsman Service | Exchange Tower, London, E14 9SR

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From: Ayi, Anita [Anita.Ayi@financial-ombudsman.org.uk]
Sent: 21 November 2014 11:30
To: 'Lorraine Cordell'
Subject: RE: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

Attachments: Cordell CF.rtf
Dear Lorraine

Many thanks for your email.

I have reattached the complaint form to the email for your perusal.

If you have any further question please do not hesitate to contact me.

Kind regards,

Anita Ayi
Consumer Consultant
Anita Ayi | Consumer Consultant | Tel: 020 3716 9790 | Fax: 020 3716 9791|Financial Ombudsman Service | Exchange Tower, London, E14 9SR

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 20 November 2014 20:09
To: Ayi, Anita
Subject: RE: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

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Lorraine

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Sent: 20 November 2014 17:30
To: 'lorraine32@blueyonder.co.uk'
Subject: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

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Mr S Cordell's complaint about KGM Underwriting Agencies Limited

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George Lane
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E18 1RX

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We won't take any more action unless you contact us again. If you would like more information about us, please see our website – www.financial-ombudsman.org.uk.

Yours sincerely

Anita Ayi
Consumer Consultant

Anita Ayi | Consumer Consultant | Tel: 020 3716 9790 | Fax: 020 3716 9791|Financial Ombudsman Service | Exchange Tower, London, E14 9SR

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 November 2014 14:12
To: 'gl-bromleymcenq@hmcts.gsi.gov.uk'
Subject: RE: Simon Cordell

Attachments: 011402647845-Court-Case.pdf

To Whom It May Concern:

I am writing this email due to a letter from the court that my son Simon Cordell DOB 26/01/2014 had a case on the 06/11/2014 in Bromley Magistrates Court

It says on the letter it was for a case of no insurance the case number is 011402647845

The problem is we did not know he was due to come to court on this date we have had no summons and my son is insured he always has insurance and would not drive without it.

There has been a number of issues with his insurance and this is due to it not showing up on the MID database. There has been a number of Seizers to his vehicles for no insurance when he was in fact insured.

Could you please send me details of what date this offence of no insurance happened? This way I can send the correct insurance policy by email. and can work forward to clearing this matter up.

Regards

Lorraine Cordell

From: GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 21 November 2014 14:13
To: Lorraine Cordell
Subject: RE: Simon Cordell

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Please DO NOT re-submit your enquiry by E Mail, fax or letter as duplicates create unnecessary paperwork and delays.

CONTACT DETAILS FOR BROMLEY ADMINISTRATION CENTRE (for Bromley, Bexley and Greenwich Magistrates Courts) as follows:

Telephone: 020 8437 3500 or 020 8437 3585
Goldfax: 0870 324 0223
E Mail:

GL-BromleyMCSummons@hmcts.gsi.gov.uk (for ongoing summons case enquiries)
GL-BromleyMCEnq@hmcts.gsi.gov.uk (for all concluded case enquiries)

GL-BromleyMCList@hmcts.gsi.gov.uk (for ongoing charge case & Legal Aid enquiries)
SEGroupResultingEnquiries@hmcts.gsi.gov.uk (for Court result enquiries)

Other useful E Mail contacts:

GL-CAO.CORRESPOND@hmcts.gsi.gov.uk (for all fines enquiries)
Enquiries@bromley.countycourt.gsi.gov.uk (for Civil Proceeding enquiries)

Thank you,

Customer Service Team

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From: Arran.Thomason@met.pnn.police.uk
Sent: 25 November 2014 12:18
To: lorraine32@blueyonder.co.uk
Subject: Enfield Police

Attachments: 2 Failuretorespondtoinitialcontact MrsCordell.doc

Dear Mrs Cordell

Please see the enclosed letter, I have also posted you a hard copy.

Thanks

Arran Thomason PS16YE
Professional Standards Sergeant YE

☎ **0208 - 345 - 4553**
☎ **24553**
✉ **Professional Standard Office**
462 Fore Street
London
N9 OPW
E-Mail:arran.thomason@met.police.uk

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Find us at:

Facebook: Facebook.com/metpoliceuk
Twitter: @metpoliceuk

From: Leslie, Sandra [sandra.leslie@hmcts.gsi.gov.uk] on behalf of GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 27 November 2014 12:01
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell
Morning Miss Cordell

Thank you for your email,Please could you email me your mobile number to discuss this matter further.

Regards
Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 November 2014 14:12
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

To Whom It May Concern:

I am writing this email due to a letter from the court that my son Simon Cordell DOB 26/01/2014 had a case on the 06/11/2014 in Bromley Magistrates Court

It says on the letter it was for a case of no insurance the case number is 011402647845

The problem is we did not know he was due to come to court on this date we have had no summons and my son is insured he always has insurance and would not drive without it.

There has been a number of issues with his insurance and this is due to it not showing up on the MID database. There has been a number of Seizers to his vehicles for no insurance when he was in fact insured.

Could you please send me details of what date this offence of no insurance happened? This way I can send the correct insurance policy by email. and can work forward to clearing this matter up.

Regards

Lorraine Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 12:44
To: 'GL-BROMLEYMCENQ'
Subject: RE: Simon Cordell

Attach ments: si-insurance-19-05-2014. pdf

Dear Miss S E Leslie

Thank you for the reply to my email, I did in fact speak to someone at the court yesterday Mr Mark Dredge as I explained my son was due in court yesterday on a next matter of no insurance when he was insured. After speaking to that court, they told me to ask the CPS dealing with that case to deal with the other 2 matters of no insurance which my son never got a summons for.

Mark Dredge told me the case at Bromley was in fact a date of 20/05/2014 so I attended court with my son yesterday with my son's insurance papers for that date.

I did ask the CPS yesterday to deal with these other 2 matters but she said she could not and I would have to contract the court which I had told her I had already done.

Please see attached file of my son's insurance.

You can contact me on 07961 833021.

Regards

Miss Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] On Behalf Of GL-BROMLEYMCENQ
Sent: 27 November 2014 12:01
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Morning Miss Cordell

Thank you for your email, please could you email me your mobile number to discuss this matter further.

Regards Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 November 2014 14:12

To: GL-BROMLEYMCENQ Subject: RE: Simon Cordell

To Whom It May Concern:

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Lorraine

Cordell

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From: GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 27 November 2014 12:45
To: Lorraine Cordell
Subject: RE: Simon Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 12:49
To: 'sandra.leslie@hmcts.gsi.gov.uk'
Subject: FW: Simon Cordell

Attach ments: si-insurance-19-05-2014. Pdf

Dear Miss S E Leslie

Thank you for the reply to my email, I did in fact speak to someone at the court yesterday Mr Mark Dredge as I explained my son was due in court yesterday on a next matter of no insurance when he was insured. After speaking to that court, they told me to ask the CPS dealing with that case to deal with the other 2 matters of no insurance which my son never got a summons for.

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Lorraine

Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 16:40
To: 'Martin Jenkin'
Subject: RE: Simon Cordell Section 9 statement for court

Hi Martin

Definition of an 'admissible witness statement'

To be admissible (allowed) in court section 9 of the Criminal Justice Act (CJA) 1967 states for a witness statement to be used as evidence in any criminal proceeding, other than committal proceedings, it must:

- be a formal written document of a person
- be a set of facts relating to a certain event, or events
- be signed by the person who makes it, to confirm that the contents of the document are true, this is known as a statement of truth, and have had a copy served on the other parties before the trial.

If all of the above apply, the witness does not always need to attend the trial to give oral evidence. But once they have made a written statement, they may be called on to attend court and give their evidence in person. The jury do not see witness statements so the evidence contained in them will either be read out by counsel or be given orally by the person who has given the statement.

When you can produce a witness statement as evidence in court to be admissible in court, evidence must be relevant to a fact which has to be proved, or disproved. Every fact, and document relied upon in court must be proved by admissible evidence.

You can produce a witness statement as evidence in court when:

- The relevant conditions in section 9 of the CJA 1967 are met:
- This allows the defence to agree to a statement being read at trial where it has been served in advance to them. For more information on the act, see related link.
- Section 116 or 117 of the CJA 2003 applies:

Please see the government link:

https://www.gov.uk/government/uploads/system/uploads/attachment data/file/257982/Witness-statements.pdf

From: Martin Jenkin [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
cid:image001.png@01CC9FAC.(

t: 01843 594477
f: 01843 594488

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

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www.avast.com

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ
JH653811D
30/11/2014

To Whom It May Concern:

RE: Council Tax 55508596

I am writing this letter due to you saying I owe council tax for 2013/2014 and 2014/2015.

I believe this is due to the new changes that came into force on April 2013.

I believe a mistake has been made and I do not feel I come under the team for the 19.5% council tax that came into force in April 2013.

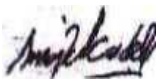
The reason I believe this is due to I feel I am exempted from this payment the reason why is I am on support rate of sickness benefit and have been for many years due to ill health.

I feel the issue has not been seen by the council due to the reason I will write below.

- I am still on the old payment method I get Incapacity Benefit but due to not paying enough contributions I get income support, this was a life time award.
- When the new DWP system came into force, which is now called ESA. The problem I have is under the new ESA system I will be classed as in the support group for my illnesses.
- There are still many people that are on the old system of Incapacity Benefit but due to not paying enough contributions get income support, And the DWP changing the deadline for moving everyone over to the new system has meant these people are not getting the right council tax award.
- These people have not yet been moved over to the new system and this is at no fault of their own, this is down to how long the DWP are taking to move every one of the old systems onto the new one.
- I would ask you to look into this issue and address it and until then any action that has been taken against me be put on hold until this matter is addressed. As I have had a letter from Equita saying I owe a lot of money which I would never be able to afford to pay and that they are coming to my home, this is making my heath worse.

- I do have reading and writing issue and over the past year have had more problems within my life that has made my heath even worse and a breakdown with the people that help me. This has just been resolved and I am getting help with writing this letter to yourselves to address the payment you say that I owe.
- Can you please get back to me as soon as possible about the above issue as all this money that you say I owe is making my heath worse and I cannot take no more I just need to try and get all the matters that have build-up of the last years addressed.

Yours sincerely



Mr Simon Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 30 November 2014 14:55
To: 'rent@enfieldhomes.org'
Subject: Re: Simon Cordell Rent account 497630

Attachments: Simon-Council-Rent-Letter-30-11-2014.doc

To Whom It May Concern:

I am writing this email about my rent account ref: 497630 please see attached word document.

Regards

Simon Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 30 November 2014 15:02
To: 'revs@enfield.gov.uk'
Subject: Re: Simon Cordell ref: Council Tax 55508596

Attachments: Simon-Council-Tax-Letter-30-11-2014.doc To Whom It
May Concern:

I am writing this email due to an issue with my council tax please see attached word document for Council Tax ref 55508596.

Can you please reply to this email to let me know you have got my email?

Regards Simon Cordell

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ
JH653811D
30/11/2014

To Whom It May Concern:

RE: Council Rent: 497630

I am writing this letter due to I owe some rent to you, and I would like to try and get this addressed. I believe I owe something around £260.00, and that my weekly payment should be £06.01

As you will be aware, I am on housing benefit due to illness and have been for some time I get Incapacity Benefit but due to not paying enough contributions get income support, I am still on the old system as the DWP has not moved me over yet to their new system ESA as of yet.

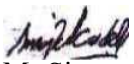
I do have reading and writing issue, which you are aware of and need help with dealing with these issues over the past year I have had more problems within my life due to a breakdown with the people that help me. Therefore, issues have not been dealt with in the manner they should have as I did not have the support to address these issues.

This has just been resolved and I am getting help with writing this letter to you to address the payment I owe to my rent payment.

I am asking you to deal with this issue if it can be by way of you applying to the DWP to take the £06.01 a week out of my benefits along with the minimum payment to pay back the money I owe you for my rent.

Could you please get back to me as soon as possible to explain what can be done about this issue and how it will be addressed.

Yours sincerely


Mr Simon Cordell

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
cid:image001.png@01CC9FAC.(

t: 01843 594477
f: 01843 594488

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

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From: Allan Katongole [Allan.Katongole@enfieldhomes.org] on behalf of Eh Rent [rent@enfieldhomes.org]
Sent: 01 December 2014 09:43 To: Lorraine Cordell
Subject: RE: Simon Cordell Rent account 497630 [SEC=PROTECT]

Classification: PROTECT

Thank you for your email enquiry which I have forwarded to Owen Mcleod your rent income officer to reply within 10 working days.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 30 November 2014 14:55 To: Eh Rent

Subject: Re: Simon Cordell Rent account 497630 To Whom It May Concern:

I am writing this email about my rent account ref: 497630 please see attached word document.

Regards Simon Cordell

Classification: PROTECT

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From: Dredge, Mark [Mark.Dredge@hmcts.gsi.gov.uk] on behalf of GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 03 December 2014 15:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Dear Lorraine,

Thank you for your e-mail as it appears that your attempt to deal with the prosecution in one go was not a success. This will mean that your Son will have to complete a Statutory Declaration at Bromley Magistrates Court.

I would suggest that you either ring the court or e-mail to confirm when your son heard about the case. Often this easiest dealt with over the phone and we can book your son in a Statutory Declaration in one of Bromley's Traffic Courts.

Kind Regards

Mark Dredge
Customer Services
SE Group Bexley-Bromley-Greenwich Magistrates' Courts
1 London Road
Bromley
BR1 1RA
0208 437 3500 Gold Fax 0870 324 0223

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 12:44
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

Dear Miss S E Leslie

Thank you for the reply to my email, I did in fact speak to someone at the court yesterday Mr Mark Dredge as I explained my son was due in court yesterday on a next matter of no insurance when he was insured. After speaking to that court they told me to ask the CPS dealing with that case to deal with the other 2 matters of no insurance which my son never got a summons for.

Mark Dredge told me the case at Bromley was in fact a date of 20/05/2014 so I attended court with my son yesterday with my sons insurance papers for that date.

I did ask the CPS yesterday to deal with these other 2 matters but she said she could not and I would have to contract the court which I had told her I had already done.

Please see attached file of my sons insurance.

You can contact me on 07961 833021.

Regards

Miss Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 27 November 2014 12:01
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Morning Miss Cordell

Thank you for your email,Please could you email me your mobile number to discuss this matter further.

Regards
Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 November 2014 14:12
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

To Whom It May Concern:

I am writing this email due to a letter from the court that my son Simon Cordell DOB 26/01/2014 had a case on the 06/11/2014 in Bromley Magistrates Court

It says on the letter it was for a case of no insurance the case number is 011402647845

The problem is we did not know he was due to come to court on this date we have had no summons and my son is insured he always has insurance and would not drive without it.

There has been a number of issues with his insurance and this is due to it not showing up on the MID database. There has been a number of Seizers to his vehicles for no insurance when he was in fact insured.

Could you please send me details of what date this offence of no insurance happened? This way I can send the correct insurance policy by email. and can work forward to clearing this matter up.

Regards

Lorraine Cordell

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Lorraine Cordell

From: revs@enfield.gov.uk
Sent: 04 December 2014 16:12
To: lorraine32@blueyonder.co.uk
Subject: Council Tax Account <55508596> Protect - Private and Confidential

Please click the 'Reply' button to respond or to complete an attached Form.

Dear Ms Cordell

Council Tax Account: 55508596 Simon Cordell

Property address: 109 Burncroft Avenue, Enfield, EN3 7JQ

Thank you for your email.
The regulations were changed on the 1st of March 2013 when a local scheme of charges was introduced.

Disabled persons are not exempt from the charge.

If paying causes hardship, you may apply for an increase in the amount of Council Tax Support to offset the charge. Please go to www.enfield.gov.uk/hardship to make an application.

Yours sincerely

Mrs J Kokai

Council Tax Officer

For Council Tax Discounts and Exemptions, Setting up a Direct Debit,
Reporting Changes, go to www.enfield.gov.uk/counciltaxonline or visit the My Enfield page to register for an Account, giving you access to information and services 24 hours per day. Or pay online Customer Council Tax tel: (+44)
0208379 1000.
Local Council Tax Consultation for 2015/16 is now open to 28/11/2014. The proposals and questionnaire can be viewed via this link www.enfield.gov.uk/ctaxconsultation

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From: Dredge, Mark [Mark.Dredge@hmcts.gsi.gov.uk] on behalf of GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 04 December 2014 15:34
To: 'lorraine32@blueyonder.co.uk'
Subject: FW: Simon Cordell

Attachments: si-insurance-19-05-2014.pdf
Dear Miss Leslie,

Please be informed that I the Statutory Declaration was granted and will be heard 18/12/2014

Kind Regards

Mark Dredge
Customer Services
SE Group Bexley-Bromley-Greenwich Magistrates' Courts
1 London Road
Bromley
BR1 1RA
0208 437 3500 Gold Fax 0870 324 0223

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 12:44
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

Dear Miss S E Leslie

Thank you for the reply to my email, I did in fact speak to someone at the court yesterday Mr Mark Dredge as I explained my son was due in court yesterday on a next matter of no insurance when he was insured. After speaking to that court they told me to ask the CPS dealing with that case to deal with the other 2 matters of no insurance which my son never got a summons for.

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Please see attached file of my sons insurance.

You can contact me on 07961 833021.

Regards

Miss Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 27 November 2014 12:01
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Morning Miss Cordell

Thank you for your email,Please could you email me your mobile number to discuss this matter further.

Regards
Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 November 2014 14:12
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

To Whom It May Concern:

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There has been a number of issues with his insurance and this is due to it not showing up on the MID database. There has been a number of Seizers to his vehicles for no insurance when he was in fact insured.

Could you please send me details of what date this offence of no insurance happened? This way I can send the correct insurance policy by email. and can work forward to clearing this matter up.

Regards

Lorraine Cordell

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From: GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 08 December 2014 13:55
To: Lorraine Cordell
Subject: RE: Simon Cordell

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Please DO NOT re-submit your enquiry by E Mail, fax or letter as duplicates create unnecessary paperwork and delays.

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Telephone: 020 8437 3500 or 020 8437 3585
Goldfax: 0870 324 0223
E Mail:

GL-BromleyMCSummons@hmcts.gsi.gov.uk (for ongoing summons case enquiries)
GL-BromleyMCEnq@hmcts.gsi.gov.uk (for all concluded case enquiries)

GL-BromleyMCList@hmcts.gsi.gov.uk (for ongoing charge case & Legal Aid enquiries)
SEGroupResultingEnquiries@hmcts.gsi.gov.uk (for Court result enquiries)

Other useful E Mail contacts:

GL-CAO.CORRESPOND@hmcts.gsi.gov.uk (for all fines enquiries)
Enquiries@bromley.countycourt.gsi.gov.uk (for Civil Proceeding enquiries)

Thank you,

Customer Service Team

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Subject:	Draft Letter
From:	patsy yull (patsyyull1@hotmail.com)
To:	re_wired@ymail.com;
Date:	Tuesday, 9 December 2014, 22:01

Hi Simon,

Hope all is well, yesterday at our meeting you said you had a draft letter for Kempe Hall for when the company was closed down and all the assets went over to the hall.

Could you please send me a copy. or bring 1 tomorrow if your coming to the hall. Also what was it that you wanted me to do for you?.

Kind regards

Patsy

Lorraine Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 December 2014 19:52
To: 'revs@enfield.gov.uk'
Subject: RE: Council Tax Account <55508596>

Attachments: Simon-Council-Tax-Letter-30-11-2014.doc



Simon-Council-T
ax-Letter-30-11...

Dear Mrs J Kokai

I sent you a new email on the 04/12/2014 which as of yet I have had no reply to, please see below email.

Also as I said in my 1st email about this council tax I do not feel I owe any money and asked you to look into this. Please see attached document.

I did say in this email I had a letter from Equita Bailiffs demanding money from me or removal of good due to some sort of Liability order issues to them from yourselves. I did ask you to put this on hold while this issue was dealt with, which has not been done.

I have never seen this notice of liability order and therefore ask for notice of request for true and original copy of court liability order

Which should show a wet ink Signature of the Judge or Justices Clerk who signed it on the day (Not a facsimilie signature) The Royal Identifier (i.e. Royal Coat Of Arms)

Please put on hold Equita Bailiffs until the issues I have raised in my two emails one with attachment document letter which I have also attached to this email are address.

Regards

-----Original Message-----
From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 04 December 2014 23:15
To: 'revs@enfield.gov.uk'
Subject: RE: Council Tax Account <55508596> Protect - Private and Confidential

Dear Mrs J Kokai

Thank you for the reply to my email, we are not talking Disabled benefits, or persons, we are talking about sickness benefits. Which are exempt from the 19.5% charge of council tax.

Could you please look into this and get back to me please.

Regards

Simon Cordell

-----Original Message-----
From: revs@enfield.gov.uk [mailto:revs@enfield.gov.uk]
Sent: 04 December 2014 16:12
To: lorraine32@blueyonder.co.uk
Subject: Council Tax Account <55508596> Protect - Private and Confidential

Please click the 'Reply' button to respond or to complete an attached Form.

Dear Ms Cordell

Council Tax Account: 55508596 Simon Cordell

Property address: 109 Burncroft Avenue, Enfield, EN3 7JQ

Thank you for your email.

The regulations were changed on the 1st of March 2013 when a local scheme of charges was introduced.

Disabled persons are not exempt from the charge.

If paying causes hardship, you may apply for an increase in the amount of Council Tax Support to offset the charge. Please go to www.enfield.gov.uk/hardship to make an application.

Yours sincerely

Mrs J Kokai

Council Tax Officer

For Council Tax Discounts and Exemptions, Setting up a Direct Debit, Reporting Changes, go to www.enfield.gov.uk/counciltaxonline or visit the My Enfield page to register for an Account, giving you access to information and services 24 hours per day. Or pay online Customer Council Tax tel: (+44) 020 8379 1000.
Local Council Tax Consultation for 2015/16 is now open to 28/11/2014. The proposals and questionnaire can be viewed via this link www.enfield.gov.uk/ctaxconsultation

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Tracking:	**Recipient**	**Read**
	'revs@enfield.gov.uk'	Read: 10/12/2014 19:58

From: Dredge, Mark [Mark.Dredge@hmcts.gsi.gov.uk]
Sent: 10 December 2014 11:53
To: 'Lorraine Cordell'
Subject: : Simon Cordell 1402647845 Stat Dec Insurance

Dear Lorraine,

Thank you for you e-mail I must apologise for the delay in getting back to you, it would seems that you will have to go though the court system and "waste the courts time" again this is unfortunate and a shame but we must work through the procedures that are set.

I was more concerned with wasting your time as a customer and it seems that you will have to put in for a Statutory Declaration her at Bromley under you case ref give below.

This will be completed in one morning and hopefully this will be the end of the matter

Kind Regards

Mark Dredge
Customer Services
SE Group Bexley-Bromley-Greenwich Magistrates' Courts
1 London Road
Bromley
BR1 1RA
0208 437 3500 Gold Fax 0870 324 0223

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 08 December 2014 13:55
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

Dear Mark Dredge

My son has already filed a Statutory Declaration at Highbury magistrates court on the 02/12/2014. We do no the points have been removed from his driving Licence. But could you please explain what we can do now and where to send his insurance to be checked so that no more of the courts time is wasted.

Regards

From: Dredge, Mark [mailto:Mark.Dredge@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 03 December 2014 15:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Dear Lorraine,

Thank you for your e-mail as it appears that your attempt to deal with the prosecution in one go was not a success. This will mean that your Son will have to complete a Statutory Declaration at Bromley Magistrates Court.

I would suggest that you either ring the court or e-mail to confirm when your son heard about the case. Often this easiest dealt with over the phone and we can book your son in a Statutory Declaration in one of Bromley's Traffic Courts.

Kind Regards

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SE Group Bexley-Bromley-Greenwich Magistrates' Courts
1 London Road
Bromley

BR1 1RA
0208 437 3500 Gold Fax 0870 324 0223

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 12:44
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

Dear Miss S E Leslie

Thank you for the reply to my email, I did in fact speak to someone at the court yesterday Mr Mark Dredge as I explained my son was due in court yesterday on a next matter of no insurance when he was insured. After speaking to that court they told me to ask the CPS dealing with that case to deal with the other 2 matters of no insurance which my son never got a summons for.

Mark Dredge told me the case at Bromley was in fact a date of 20/05/2014 so I attended court with my son yesterday with my sons insurance papers for that date.

I did ask the CPS yesterday to deal with these other 2 matters but she said she could not and I would have to contract the court which I had told her I had already done.

Please see attached file of my sons insurance.

You can contact me on 07961 833021.

Regards

Miss Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 27 November 2014 12:01
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Morning Miss Cordell

Thank you for your email,Please could you email me your mobile number to discuss this matter further.

Regards
Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 November 2014 14:12
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

To Whom It May Concern:

I am writing this email due to a letter from the court that my son Simon Cordell DOB 26/01/2014 had a case on the 06/11/2014 in Bromley Magistrates Court

It says on the letter it was for a case of no insurance the case number is 011402647845

The problem is we did not know he was due to come to court on this date we have had no summons and my son is insured he always has insurance and would not drive without it.

There has been a number of issues with his insurance and this is due to it not showing up on the MID database. There has been a number of Seizers to his vehicles for no insurance when he was in fact insured.

Could you please send me details of what date this offence of no insurance happened? This way I can send the

correct insurance policy by email. and can work forward to clearing this matter up.

Regards

Lorraine Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 December 2014 15:32
To: 'Dredge, Mark'
Subject: RE: : Simon Cordell 1402647845 Stat Dec Insurance
Dear Mark Dredge

My son has filed a Statutory Declaration, which we were told could be done at any court this was for the Bromley. It was filed at Highbury magistrate's court on the 02/12/2014 and we have checked with DVLA and the points have been removed for the Bromley case.

Regards

Lorraine

From: Dredge, Mark [mailto:Mark.Dredge@hmcts.gsi.gov.uk]
Sent: 10 December 2014 11:53
To: 'Lorraine Cordell'
Subject: : Simon Cordell 1402647845 Stat Dec Insurance

Dear Lorraine,

Thank you for you e-mail I must apologise for the delay in getting back to you, it would seems that you will have to go though the court system and "waste the courts time" again this is unfortunate and a shame but we must work through the procedures that are set.

I was more concerned with wasting your time as a customer and it seems that you will have to put in for a Statutory Declaration her at Bromley under you case ref give below.

This will be completed in one morning and hopefully this will be the end of the matter

Kind Regards

Mark Dredge
Customer Services
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
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From: Dredge, Mark [mailto:Mark.Dredge@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ

Sent: 03 December 2014 15:48
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell

Dear Lorraine,

Thank you for your e-mail as it appears that your attempt to deal with the prosecution in one go was not a success. This will mean that your Son will have to complete a Statutory Declaration at Bromley Magistrates Court.

I would suggest that you either ring the court or e-mail to confirm when your son heard about the case. Often this easiest dealt with over the phone and we can book your son in a Statutory Declaration in one of Bromley's Traffic Courts.

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 November 2014 12:44
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell

Dear Miss S E Leslie

Thank you for the reply to my email, I did in fact speak to someone at the court yesterday Mr Mark Dredge as I explained my son was due in court yesterday on a next matter of no insurance when he was insured. After speaking to that court they told me to ask the CPS dealing with that case to deal with the other 2 matters of no insurance which my son never got a summons for.

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I did ask the CPS yesterday to deal with these other 2 matters but she said she could not and I would have to contract the court which I had told her I had already done.

Please see attached file of my sons insurance.

You can contact me on 07961 833021.

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Could you please send me details of what date this offence of no insurance happened? This way I can send the correct insurance policy by email. and can work forward to clearing this matter up.

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Lorraine Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 28 December 2014 23:59
To: 'martinjenkin@broadsuredirect.com'
Subject: Re: Simon Cordell Information

Hello Martin

Can you please get back to me with an update as I not heard anything from KGM about the email I sent over to you on the 30/11/2014 with the data that would be needed. I also have not heard anything from you about the section 9 witness statement. Please can you get back to me as soon as possible.

Regards

Lorraine

Subject:	Listing Approved
From:	Admin (toosmoothentertainment@ymail.com)
To:	re_wired@ymail.com;
Date:	Tuesday, 30 December 2014, 4:14

The following listing has been approved:

T.S.P.A.ENT

Contact: hhh
Phone: h
Fax: hhhh
Mobile: hhhh
E-mail: re_wired@ymail.com

Sound system hire

It is available in our directory.

From: JOSEPHINE WARD
To: Lorraine Cordell
Subject: RE: Simon Asbo
Date: 31 December 2014 21:22:30

Hi Lorraine
Happy New Year to you and all the family. Let's hope this year is a better one for you. I am back to work on 5th January.

Chat then

Josephine

On 28 Dec 2014 23:53, "Lorraine Cordell" <lorraine32@blueyonder.co.uk> wrote:

Hi Josey
I hope you have had a great Christmas and a great new year for you and the family.
Can you let me know when you will be free so we can start to go over the papers for the Asbo there is a lot of data I would like to ask for and the case is listed for 10/03/15 so we only have 11 weeks to get all the information that will be needed.

I am going to start putting data requests in, but I think you will need to get the information that the police hold on their systems about the dates they are saying Simon set these events
up.

The police know full well who setup these party's up as they had contact with said people and sent police to their homes and was making calls to them and sent helicopters out looking for the said locations.

I know you are busy but we have done nothing on the Asbo since it was last in court and I am getting worried due to the information that will be needed, and due to how long it took the CPS the last time, which held the case up for so long.

I know Simon statement will need to be redone due to when your computers crashed at the office as a lot of what was said is missing also Simon was not great at doing so much over the 2 days in your office.

I have information also that should be helpful in doing the statement of the events but Simon is not really willing to hand over people's names, but the police already have this information so it will be that data I think Simon would like to run this case on. We will just need to get the team at Scotland Yard that was doing all the investigation into these events, and making all the calls and going to their homes and other things. I do have information that will help with this.

Simon is still not great so trying to go over everything in a few days will not be possible I do not think as he gets upset and it is too much for him.

I have texted you but have had no replies, I know this is due to how busy you are but can you please get back to me with an update as to when you will be free.

Regards

Lorraine

From: JOSEPHINE WARD
mailto: josephinewardsolicitor@amail.com
Sent: 21 October 2014 18:29
To: Lorraine Cordell
Subject: Re: FW: Simon Cordell Asbo email one

Lorraine
I asked for a lot of this information when Simon attended the office last week. I have had four hours sleep last night. I am attaching Simon's proof of evidence that I am sending on to the barrister. We will be challenging on each and every aspect from definition of rave to whether anti-social behaviour occurred, distances, locations from residential areas etc; lack of CADs etc.

Email over what you can and I will somehow get it to court tomorrow in the afternoon.

Josephine

On Tue, Oct 21, 2014 at 5:44 PM, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Josey
Here is the city of London, 1st email more to follow
Regards
Lorraine

From: westminster.go
mailto:westminster.go@hmcts.gsi.gov.uk
Sent: 17 February 2014 14:24
To: 'lorraine32@bluevonder.co.uk'
Subject: RE: Simon Cordell error on record.

I attach the memorandum of conviction from the case of Simon Cordell heard on 03.03.2008.

Regards

Wendy Morgan Applications Department Westminster Magistrates' Court

From: westminster.mc **Sent:** 12 February 2014 13:03 **To:** westminster.go
Subject: FW: Simon Cordell error on record.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 12 February 2014 12:45 **To:** westminster.mc
Subject: Re: Simon Cordell error on record.

To Whom It May Concern:

I am writing this email after a call that was made to the City Of London Magistrate Court on the 10/02/2014 about a list that is on my PNC that is incorrect.

I was told to write this email including as much information as I could to get this updated.

I have contacted you a few times before about this Error on my PCN and was told that you would get it updated but as of now this has never been done.

I was told on the 10/02/2014 when I called due to the date that it would be down to the police to update this. You would have only forwarded the information to the police to get this updated.

The Error is for a case that was heard on the 03/03/2008 at the City Of London Magistrate Court, for failing to surrender to custody at appointed time, on the 25/01/08.

The error is that I did not go to go but my mum called the court and a sick note was handed to the court and the case was dismissed, so should not be on my record

This has caused me problems with bail on a few times and this is why calls have been made before to the court, at this time it has been causing me problems again with a case I am at Woolwich Crown court for.

I have attached the page for the PNC print out the police did for the case at Woolwich crown court that I am on bail now for. This print out was done by the police on or around the 26 June 2013 for the Woolwich case.

I do feel this is causing me problems with my bail and I am therefore asking for this to be dealt with as fast as possible in order that I can show the court this should in fact not be on my record.

I was told on the 10/02/2014 when I called that if I ask for a court transcript that this could be done faster than updating the PNC records and I would be able to show the Judge at Woolwich crown court

the court transcript for the case that is on my file in error and that should be enough to prove that it should not be on my record. I am there for asking for the court transcript to be sent to me if there are costs

for this please email me back with the cost for this to be sent to me and I will get this paid to the court.

Please see attached file for the page in my PNC record which is there in error I have highlighted the case.

If this can be done as a matter of urgency due to the impact this is having on my life.

Many Thanks Mr Simon Cordell DOB 26/01/1981

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 01:47
To: 'Wood, Peter'
Subject: RE: MT3574694 Simon Cordell

Attachments: registration MA47LDY Corrected.pdf

Dear Peter

Thank you very much for the information you have sent, I do see some errors in your letter of Indemnity.

Ford Zetec registration MA47LDY
• Ford Transit registration CX52JRZ
On the 8/4/13 at 11.05am the following vehicle was added to the policy –
• Renault Clio registration NA57LDY.

Ford Zetec registration MA47LDY
Renault Clio registration NA57LDY

This registration was always put in not correctly but was in fact given to Broadsure Direct correctly.

The registration should have been

Ford Zetec registration MA57LDY

This was later correct after the 3rd time of telling the Ford Zetec registration as MA57LDY please see attached document.
This is the registration that should have been on the policy from the start.
We never new it was not correct until 08/04/13 when again the correct registration was given.
However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.
We was not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time we asked for new documents to be sent which they were so we could check.
But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.
It seems this was never done by what you have sent in your email.

I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.

There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.
This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not.
At the time we was not happy as we was told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's insurance was meant to have been setup.

As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with the issues of 14/11/2013 when a call was made to Kelly Tiller we asked did the police say what tools was meant to have been in the van as if there was mechanic tools in there his insurance should have in fact covered this.
Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issues.

Can you please confirm he was correctly insured with KGM and write this as I would like this addressed.

And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.

Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son problems.

Regards

Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had

known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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.

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@canopius.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 Canopius 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 seizers 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 then 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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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@canopius.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

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

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

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 02:58
To: 'enquiries@cps.gsi.gov.uk'
Subject: RE: Case appeal

To Whom It May Concern:

I am writing this email to find out to whom I would have to send information to within the CPS in regards to a case I was found guilty off at Wimbledon magistrate's court of driving without insurance.

I put an appeal in to Wimbledon magistrate's court on the same day, which was accepted by the Judge hearing my case in court.

I was told by the court and CPS if I got the information that was needed to prove that I did in fact have insurance then I could pass this to the CPS to look at.

I have yet to get the date of my appeal, but do have the information from my insurance company that I feel will prove I did in fact have insurance to drive on the day I was stopped by police and would like to forward that over by email to the CPS to address.

Would it please be possible to get an email address of where the data can be sent to so that this can be done?

Regards

Lorraine

Subject: Password change for your Yahoo account

From: Yahoo (no-reply@cc.yahoo-inc.com)

To: re_wired@ymail.com;

Date: Sunday, 4 January 2015, 22:45

Hello Toosmooth,

The password for your Yahoo account, toosmoothentertainment@ymail.com, was recently changed.

If you made this change, you're all set.

If not, please take these steps to secure your account:

Reset your password on any sign-in screen by selecting the I can't access my account link.

Visit the Yahoo Security Centre to learn how to protect against malicious activity.

Feel free to contact Customer Care with any questions or concerns.

Thanks,

Yahoo

Replies sent to this email address cannot be answered.

From: Martin Jenkin [martinjenkin@broadsuredirect.com]
Sent: 07 January 2015 09:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Information Good Morning Lorraine,

Apologies for the lack of contact, I have been in and out of the office.

Have you received any correspondence from KGM?, we spoke to them prior to Christmas regarding the issues and they have been looking into the situation and as far as I am aware they were going to respond directly.

I look forward to hearing from you.

Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(
t: 01843 594477 f: 01843 594488

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 28 December 2014 23:59 To: martinjenkin@broadsuredirect.com Subject: Re: Simon Cordell Information

Hello Martin

Can you please get back to me with an update as I not heard anything from KGM about the email I sent over to you on the 30/11/2014 with the data that would be needed. I also have not heard anything from you about the section 9 witness statement. Please can you get back to me as soon as possible.

Regards

Lorraine

avast This email has been checked for viruses by Avast antivirus software.
www.avast.com

Subject: Your account has been created

From: Too Smooth (lorraine32@blueyonder.co.uk)

To: re_wired@ymail.com;

Date: Saturday, 17 January 2015, 9:27

Too Smooth,

Your account has been created successfully at Too Smooth.

If we were waiting on a parental consent form, this means the form has been received and documented.

Your details are as follows:

Username: Too Smooth
Email Address: re_wired@ymail.com Password: TS0987654321

Please be aware that we do not store a plain text copy of your password, and you can change your password at any time through your control panel on the site.

Visit this link to join into our discussions!

http://toosmooth.co.uk/forum/index.php

Subject: Listing Approved

From: Admin

(toosmoothentertainment@ymail .com)

To: re_wired@ymail.com;

Date: Saturday, 17 January 2015,9:32

The following listing has been approved:

Contact:

Test Phone:

Test Fax:

Mobile:

Test E-mail:

Test

It is available in our directory.

Lorraine Cordell

From: revs@enfield.gov.uk
Sent: 21 January 2015 11:14
To: lorraine32@blueyonder.co.uk
Subject: Council Tax Account <55508596> Protect - Private and Confidential

Dear Mr Cordell

Council Tax Account: 55508596

Property address: 109 Burncroft Avenue, Enfield, EN3 7JQ Thank you for your email sent on the 4th & 10th December 2014.
Here at the Council Tax Recovery department we are mainly responsible for the collection of council tax and do not grant Council Tax Support.

I have the understanding that you believe you should be exempt from paying the 19.5% shortfall in the Council Tax Support.

Today I have sent a memo to the Housing Benefit & Council Tax Support team asking them to review your Council Tax Support claim and decide if the 19.5% shortfall is applicable.

I have contacted Equita Collection Agency informing them to hold all recovery action for 3 weeks whilst we await a response from the Housing Benefit & Council Tax Support team.

Yours sincerely

Mr Dunwell Council Tax Officer

For Council Tax Discounts and Exemptions, Setting up a Direct Debit,
Reporting Changes, go to www.enfield.gov.uk/counciltaxonline or visit the My Enfield page to register for an Account, giving you access to information and services 24 hours per day. Or pay online Customer Council Tax tel: (+44)
020 8379 1000.
Local Council Tax Consultation for 2015/16 is now open to 28/11/2014. The proposals and questionnaire can be viewed via this link www.enfield.gov.uk/ctaxconsultation

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation.

This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

7b6f39difbff47a5b988321d6372f4b0.revs@enfie1d.gov

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 January 2015 11:31
To: 'andrew.austin@canopius.com'
Cc: 'complaints@lloyds.com'
Subject: RE: MT3574694

Attachments: RE_ REF_ 00-COSX14MT07-ID_80_ OpenAttach Documents.pdf; RE_ Simon Cordell.pdf; Data-Protection-KGM.doc; Kelly-Tiller-KGM.doc
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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.

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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.

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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.

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

Regards

Simon Cordell

From: Austin, Andrew [Andrew.Austin@canopius.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 Canopius 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

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Canopius Managing Agents Limited | registered number 01514453 | Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority
Canopius Underwriting Limited | registered number 02473672 | appointed representative of Canopius Managing Agents Limited
Canopius Services Limited | registered number 02733994
KGM Motor Insurance is a brand name for business written by Canopius Managing Agents Limited
Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: Lorraine Cordell [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

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From: Austin, Andrew [mailto:Andrew.Austin@canopius.com]
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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 then 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.

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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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KGM Motor Insurance is a brand name for business written by Canopius Managing Agents Limited
Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: Austin, Andrew [Andrew.Austin@canopius.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
Member of the UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 1806 | M 07469 147743 | www.kgminsurance.co.uk | www.canopius.com

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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.

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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.

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To: 'Lorraine Cordell'
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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.
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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 Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ

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Cc: complaints@lloyds.com
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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.
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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 seizers 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.
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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?
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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.
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Regards Simon Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 January 2015 22:51
To: 'Austin, Andrew'
Subject: RE: MT3574694

Attachments: S Cordell Cert._KGM_ 2013-2014_Colour.pdf; Information we need.pdf
Dear Andrew

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

Yes, we do want full discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.com]
Sent: 21 January 2015 16:13
To: 'Lorraine Cordell'
Cc: complaints@lloyds.com
Subject: RE: MT3574694

Dear Mr Cordell,

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I await your reply

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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.

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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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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 January 2015 22:53
To: 'Andrew.Austin@canopius.com'
Cc: 'complaints@lloyds.com'
Subject: FW: MT3574694

Attachments: S Cordell Cert._KGM_ 2013-2014_Colour.pdf; Information we need.pdf
Dear Andrew

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

Yes, we do want full discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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
Member of the UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 1806 | M 07469 147743 | www.kgminsurance.co.uk | www.canopius.com

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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@canopius.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 Canopius 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 seizers 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 then 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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From: Complaints [complaints@lloyds.com]
Sent: 22 January 2015 12:08
To: 'lorraine32@blueyonder.co.uk'
Subject: Notification Case No 8079/2014 - MT3574694

Attachments: S Cordell Cert._KGM_ 2013-2014_Colour.pdf; Information we need.pdf

Dear Mr Cordell,

Thank you for your emails.

I note that you have been liaising with Canopius in regards to your complaint and from the correspondence we have on file that it is your intention to go to court.

Lloyd's complaints procedure is to offer policyholders the option for a review by Lloyd's, should they remain dissatisfied with the way in which their complaint has been handled. This is an independent review by a case officer at Lloyd's. However please note once a complaint becomes the subject of a court case Lloyd's can take no further action and we would have to cease our investigation.

Therefore, please can you confirm whether you are providing these emails for information only or whether you wish Lloyd's to review your case in place of potential court proceedings.

Kind regards
Cheryl

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

SAVE PAPER - THINK BEFORE YOU PRINT

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 January 2015 22:53
To: Andrew.Austin@canopius.com
Cc: Complaints
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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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
Member of the UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
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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.

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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.

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Simon Cordell

From: Austin, Andrew [mailto:Andrew.Austin@canopius.com]
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To: 'Lorraine Cordell'
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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.
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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

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 seizers 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 then 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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From: Complaints [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

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

Thank you for the email it is not my intention to go to court yet.

But due to the mess up with my insurance from KGM my driving licence has been very badly damaged and I have suffered due to the insurance I had with KGM not showing up on the Police MID database. This in turn made me keep getting pulled by the police on the week days it was not so bad as I always had to carry my insurance policy and showed the police and they called my insurance company. But at the weekends due to the insurance company being closed the police could not confirm I had insurance so my vehicles were sized which in turn I suffered with the cost to take my vehicles out of the police compound and wasted my time having to go to the compound when there should have been no need. Also it caused me problems getting home after the police sized my vehicles. I am out of pocket of around £1700.00 just for the cost to get my vehicles out of the compound this is without everything else that has lead on due to it showing I was not insured.

I have had to go to a number of court cases just to prove I had insurance and then there have been cases where I have had no summons from the police so could not file I was pleading not guilty so they found me guilty when I did not even know there was a court case going ahead.

This has put points on my driving licence and fines and I have been banned from driving. I have had to spend my time to get the cases reopened once I new about them also.

In addition, there was one case when the police lied to my insurance company that I had tools in my van which I did not. Which I had to spend more of my time to prove to KGM that in fact there was no tools in my van as my insurance was getting cancelled for no good reason. I done this by way of having to go to the police compound as when any vehicle is impounded they have list everything that was in the vehicle. When I got to the police compound I spoke to a manager who confirmed there were no tools, and a telephone call was made to Kelly Tiller at KGM and she spoke to the manager and he confirmed to her there was no tools when the van was taken into the police compound or when it was removed from the police compound.

I new this case would go to court as the police office had in fact tried to make my insurance void, so I put in Subject access request under the Data Protection Act 1998 to be able to get the information I new I would need. KGM done nothing about this I did not get one reply from putting 3 Subject access request under the Data Protection Act 1998 this was going back to Nov 2013. this case was heard at court and due to not having the information I needed to prove the police office was not telling the truth I was found guilty and disqualified from driving for 6 months due to repeat offending of no insurance. I have appealed this as I was insured but need the data which KGM hold to prove this, But they will not give me it. This case is due to go to the crown court I have not got a date yet but if I can get the information to the CPS it will not need to go to appeal. I have asked KGM again in Nov 2014 for the information and written what would be needed just for this case, and they still have not sent it and I being asked for information.

ATM as it stands KGM have failed to comply with 3 Subject access request under the Data Protection Act 1998, and follow the correct protocol for acting on a Subject access request under the Data Protection Act 1998.

All this is having a huge impact on my life not being able to drive due to points on my driving licence which in fact was clean now I have such a mess to sort out just to get all of this sorted when I was in fact insured and had paid for my insurance and have done nothing wrong.

Yes I am very upset over all of this and KGM is not helping I have been asking and asking and getting no where I should not be going through this. Yes I do want my money back I have lost but right now I want these court cases to be dealt with and for my driving licence to go back to being clean with no points this is the most important part for me but KGM does not seem to understand this and this is upsetting me even more, the insurance I took out with KGM has turned into a nightmare and I don't know when this is going to end and they are going to deal with this matter so I can clear my name with DVLA and the courts.

I am forwarding you all the emails I am sending so you can see what is going on and keep updated. As you can see, I am not getting very far with the information I need to clear my name with the courts and DVLA. If KGM fail to comply with the Subject access request under the Data Protection Act 1998 and give me the information I need within 7 days I will be putting it in your hands to deal with all of the matters as this has been going on long enough.

Regards

Simon Cordell

From: Complaints [mailto:complaints@lloyds.com]
Sent: 22 January 2015 12:08
To: 'lorraine32@blueyonder.co.uk'
Subject: Notification Case No 8079/2014 - MT3574694

Dear Mr Cordell,

Thank you for your emails.

I note that you have been liaising with Canopius in regards to your complaint and from the correspondence we have on file that it is your intention to go to court.

Lloyd's complaints procedure is to offer policyholders the option for a review by Lloyd's, should they remain dissatisfied with the way in which their complaint has been handled. This is an independent review by a case officer at Lloyd's. However please note once a complaint becomes the subject of a court case Lloyd's can take no further action and we would have to cease our investigation.

Therefore, please can you confirm whether you are providing these emails for information only or whether you wish Lloyd's to review your case in place of potential court proceedings.

Kind regards
Cheryl

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

SAVE PAPER - THINK BEFORE YOU PRINT

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 January 2015 22:53
To: Andrew.Austin@canopius.com
Cc: Complaints
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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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
Member of the UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 1806 | M 07469 147743 | www.kgminsurance.co.uk | www.canopius.com

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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@canopius.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 Canopius 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 seizers 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 then 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.

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

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issue.

Regards

Simon Cordell

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From: Complaints [complaints@lloyds.com]
Sent: 22 January 2015 15:11
To: lorraine32@blueyonder.co.uk
Subject: Notification Case No 7692/2014 - Cordell

Dear Mrs Cordell,

Please note our correct case number for future reference 7692/2014.

I apologise for the inconvenience.

Kind regards
Cheryl

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

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 22 January 2015 15:55
To: 'Andrew.Austin@canopius.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

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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

Thank you for the email it is not my intention to go to court yet.

But due to the mess up with my insurance from KGM my driving licence has been very badly damaged and I have suffered due to the insurance I had with KGM not showing up on the Police MID database. This in turn made me keep getting pulled by the police on the week days it was not so bad as I always had to carry my insurance policy and showed the police and they called my insurance company. But at the weekends due to the insurance company being closed the police could not confirm I had insurance so my vehicles were sized which in turn I suffered with the cost to take my vehicles out of the police compound and wasted my time having to go to the compound when there should have been no need. Also it caused me problems getting home after the police sized my vehicles. I am out of pocket of around £1700.00 just for the cost to get my vehicles out of the compound this is without everything else that has lead on due to it showing I was not insured.

I have had to go to a number of court cases just to prove I had insurance and then there have been cases where I have had no summons from the police so could not file I was pleading not guilty so they found me guilty when I did not even know there was a court case going ahead.

This has put points on my driving licence and fines and I have been banned from driving. I have had to spend my time to get the cases reopened once I new about them also.

In addition, there was one case when the police lied to my insurance company that I had tools in my van which I did not. Which I had to spend more of my time to prove to KGM that in fact there was no tools in my van as my insurance was getting cancelled for no good reason. I done this by way of having to go to the police compound as when any vehicle is impounded they have list everything that was in the vehicle. When I got to the police compound I spoke to a manager who confirmed there were no tools, and a telephone call was made to Kelly Tiller at KGM and she spoke to the manager and he confirmed to her there was no tools when the van was taken into the police compound or when it was removed from the police compound.

I new this case would go to court as the police office had in fact tried to make my insurance void, so I put in Subject access request under the Data Protection Act 1998 to be able to get the information I new I would need. KGM done nothing about this I did not get one reply from putting 3 Subject access request under the Data Protection Act 1998 this was going back to Nov 2013. this case was heard at court and due to not having the information I needed to prove the police office was not telling the truth I was found guilty and disqualified from driving for 6 months due to repeat offending of no insurance. I have appealed this as I was insured but need the data which KGM hold to prove this, But they will not give me it. This case is due to go to the crown court I have not got a date yet but if I can get the information to the CPS it will not need to go to appeal. I have asked KGM again in Nov 2014 for the information and written what would be needed just for this case, and they still have not sent it and I being asked for information.

ATM as it stands KGM have failed to comply with 3 Subject access request under the Data Protection Act 1998, and follow the correct protocol for acting on a Subject access request under the Data Protection Act 1998.

All this is having a huge impact on my life not being able to drive due to points on my driving licence which in fact was clean now I have such a mess to sort out just to get all of this sorted when I was in fact insured and had paid for my insurance and have done nothing wrong.

Yes I am very upset over all of this and KGM is not helping I have been asking and asking and getting no where I should not be going through this. Yes I do want my money back I have lost but right now I want these court cases to be dealt with and for my driving licence to go back to being clean with no points this is the most important part for me but KGM does not seem to understand this and this is upsetting me even more, the insurance I took out with KGM has turned into a nightmare and I don't know when this is going to end and they are going to deal with this matter so I can clear my name with DVLA and the courts.

I am forwarding you all the emails I am sending so you can see what is going on and keep updated. As you can see, I am not getting very far with the information I need to clear my name with the courts and DVLA. If KGM fail to comply with the Subject access request under the Data Protection Act 1998 and give me the information I need within 7 days I will be putting it in your hands to deal with all of the matters as this has been going on long enough.

Regards

Simon Cordell

From: Complaints [mailto:complaints@lloyds.com]
Sent: 22 January 2015 12:08
To: 'lorraine32@blueyonder.co.uk'
Subject: Notification Case No 8079/2014 - MT3574694

Dear Mr Cordell,

Thank you for your emails.

I note that you have been liaising with Canopius in regards to your complaint and from the correspondence we have on file that it is your intention to go to court.

Lloyd's complaints procedure is to offer policyholders the option for a review by Lloyd's, should they remain dissatisfied with the way in which their complaint has been handled. This is an independent review by a case officer at Lloyd's. However please note once a complaint becomes the subject of a court case Lloyd's can take no further action and we would have to cease our investigation.

Therefore, please can you confirm whether you are providing these emails for information only or whether you wish Lloyd's to review your case in place of potential court proceedings.

Kind regards
Cheryl

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 January 2015 22:53
To: Andrew.Austin@canopius.com
Cc: Complaints
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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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
Member of the UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 1806 | M 07469 147743 | www.kgminsurance.co.uk | www.canopius.com

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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

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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@canopius.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 Canopius 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 seizers 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 then 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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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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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

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 then 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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———

From: Austin, Andrew [mailto:Andrew.Austin@canopius.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

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

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www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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 Canopius 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 seizers 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

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 26 January 2015 23:06
To: 'Wood, Peter'
Subject: RE: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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.

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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.

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

Regards

Simon Cordell

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From: Austin, Andrew [mailto:Andrew.Austin@canopius.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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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.

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found guilty.

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Simon Cordell

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Sent: 21 January 2015 11:54
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Subject: RE: MT3574694

Dear Mr Cordell

Thank you for your email.

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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 Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ

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Sent: 21 January 2015 11:31
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Cc: complaints@lloyds.com
Subject: RE: MT3574694

To Whom It May Concern:

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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 seizers 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 then 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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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 26 January 2015 23:10
To: 'Wood, Peter'
Cc: 'complaints@lloyds.com'
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me

about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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

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.

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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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Regards

Simon Cordell

_____

From: Austin, Andrew [mailto:Andrew.Austin@canopius.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

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

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www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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 Canopius 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 seizers 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

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 02:38
To: 'IndependentMonitor@homeoffice.gsi.gov.uk'
Subject: Re: Error information really needed.

To Whom It May Concern:

I am writing this email due to needing some information about my Son. I have written a large amount of emails and also contacted many people but cannot found a way to get my sons PNC record corrected. One case we have known about for some time and was told it would be correct but it never has.

We have his PNC record from the police case that he was found not guilty for in 2014.

The problem is when looking over his PNC record I saw more errors so contacted the courts.

I have the memorandum of conviction, which does show the case was dismissed but on the PNC it says he was found guilty of this offence.

I have also contacted one other court about a number of records on his PNC that did not seem correct, it took them around 6 weeks to check, as they have to recheck a few time to make sure.

However, they also seem very confused as 5 cases they do not have any records for the cases every been heard at the court, that are on my sons PNC record. Also not all the records was checked as when I sent over the list to be checked there was a few dates missed out of my email to the courts to the persons that was doing the checks.

I still have to check other records with other courts but this is a great concern, and these mistakes needs to be addressed I just cannot find the right people to go to that can address these matters.

I have been to the police and the 2 courts have been told of these errors yet they do nothing and these records are still on my sons record which are having a great effect on his life. These records go back to around 1997 to 2009. And as said above I have not done a full check with the courts on all the records that are on the PCN, as I know other things are wrong.

My son feels he has suffered due too these errors re bail and the court looking at these records when he has been in front of the courts.

Please if this email has not gone to the correct place as I found this email on google could you please help me and tell me where I would need to go to get something like this addressed.

This email is private.

Regards

Lorraine Cordell

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and

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 seizers 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 then 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.

what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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

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

D +44 (0) 20 8530 1806 | M 07469 147743 | <http://www.kgminsurance.co.uk/>
www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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 Canopius 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.

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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Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: Independent Monitor [IndependentMonitor@homeoffice.gsi.gov.uk]
Sent: 27 January 2015 10:16
To: 'Lorraine Cordell'
Subject: RE: Error information really needed.

Dear Ms Cordell

Thank you for your email but your matter is not for the Independent Monitor.

We would suggest that you contact the police force that put the information on the PNC record

Many thanks

Justina Emanuel
Independent Monitor Secretariat

This email contains personal sensitive information, subject to confidentiality requirements under the Data Protection Act. Do not circulate this information further without prior approval from the Secretariat of the Independent Monitor.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 02:38
To: Independent Monitor
Subject: Re: Error information really needed.

To Whom It May Concern:

I am writing this email due to needing some information about my Son. I have written a large amount of emails and also contacted many people but cannot found a way to get my sons PNC record corrected. One case we have known about for some time and was told it would be correct but it never has.

We have his PNC record from the police case that he was found not guilty for in 2014.

The problem is when looking over his PNC record I saw more errors so contacted the courts.

I have the memorandum of conviction, which does show the case was dismissed but on the PNC it says he was found guilty of this offence.

I have also contacted one other court about a number of records on his PNC that did not seem correct, it took them around 6 weeks to check, as they have to recheck a few time to make sure.

However, they also seem very confused as 5 cases they do not have any records for the cases every been heard at the court, that are on my sons PNC record. Also not all the records was checked as when I sent over the list to be checked there was a few dates missed out of my email to the courts to the persons that was doing the checks.

I still have to check other records with other courts but this is a great concern, and these mistakes needs to be addressed I just cannot find the right people to go to that can address these matters.

I have been to the police and the 2 courts have been told of these errors yet they do nothing and these records are still on my sons record which are having a great effect on his life. These records go back to around 1997 to 2009. And as said above I have not done a full check with the courts on all the records that are on the PCN, as I know other things are wrong.

My son feels he has suffered due too these errors re bail and the court looking at these records when he has been in front of the courts.

Please if this email has not gone to the correct place as I found this email on google could you please help me

and tell me where I would need to go to get something like this addressed.

This email is private.

Regards

Lorraine Cordell

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:12
To: 'Wood, Peter'
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts

for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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

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

D +44 (0) 20 8530 1806 | M 07469 147743 | <http://www.kgminsurance.co.uk/>
www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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 Canopius 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 seizers 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 then 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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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: 'Wood, Peter'
Cc: 'Andrew.Austin@canopius.com'; 'complaints@lloyds.com'
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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

KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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

Member of the UK Specialty Division of Canopius 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 seizers 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 then 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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an appeal in.

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

Regards

Simon Cordell

_____

From: Austin, Andrew [mailto:Andrew.Austin@canopius.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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KGM House | 14 Eastwood Close | London | E18 1RZ

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

From: Micheal McKee re wired@ymail.com
To: lorraine32@blueyonder.co.uk; Ward, Josephine Notes from meeting 28 January 2015
Cc: 15:51:38 11t h.docx
Subject:
Date:
Attachments:

Please think what additional material we can provide verifying your case.
I understand that you have issues that there is any involvement with you and Rum and Base.
Kind regards,
Micheal McKee

Subject: Re: re-read

From: Rewired Rewired (re_wired@ymail.com)

To: lorraine32@blueyonder.co.uk;

Date: Wednesday, 28 January 2015,20:02

http://www.cps.aov.uk/leaal/s to u/trespass and nuisance on land/

On Wednesday, 28 January 2015, 19:48, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

http://www.newforest.aov.uk/media/adobe/l/9/Section 12 Evidence in support of an ASBO application.pdf

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 17:43
To: 'Vicki.McQueen@met.pnn.police.uk'
Subject: RE: Public complaint by your son Simon Cordell

Dear Victoria

Just giving you an update we are still waiting for an appeal date as to the no insurance case on the 14/11/2013 and the police officer lying to void my son's insurance, and in his statement and in fact to the judge under oath at the last hearing where my son was found guilty.

I have had some documents and tapes sent to us that will now prove this, which will be forwarded to the court who found him guilty to prove the police office did in fact lie to the judge and CPS dealing with this case where my son was found guilty.

As said in the complaint the police officer went too far and lied, for what reason I do not know. But then to lie in his statement and put force facts, and then lie to the judge when the judge asked him about the tools he lied to the judge's face, I feel that the complaint will need updating to include these facts.

It has taken a while to get the proof of this fact but we do now have it all.

I am hopping to deal with this on Monday with the court and CPS so I hope to have some more information about this shortly.

Regards

From: Vicki.McQueen@met.pnn.police.uk [mailto:Vicki.McQueen@met.pnn.police.uk]
Sent: 11 December 2013 12:44
To: lorraine32@blueyonder.co.uk
Subject: Public complaint by your son Simon Cordell

Ms Cordell,

I tried to call you today to ask you a question about your son's complaint. I was unable to get hold of you. Please can you reply and let me know if your son is disputing his penalty notice or not. If he has requested a Court hearing (which his complaint would tend to indicate) the complaint will be classed as 'sub-judice' which means it will be put on hold until Court proceedings are complete.

Regards,

Victoria McQueen
Detective Sergeant
Customer Service Team

Metropolitan Police Service
Directorate of Professional Standards
Empress State Building
SW61TR

Tel; 02071616455 (786455)

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From:	m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To:	Lorraine Cordell
Subject:	Read acknowledgement
Date:	30 January 2015 10:43:58

This is a delivery receipt for the mail that you sent on 29 January 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: Simon Asbo". Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Attachments: S Cordell 300115.pdf; s cordell call from police 141113.wma; Van-reciept-10-11-2013.jpg; MR SIMON CORDELL - CX52 JRZ (28.9 KB); 26_11_2013_13_53__KellyTiller kelly call to compound.wav

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
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D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

---

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

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 Canopius 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 seizers 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 then 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

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>

Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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

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

D +44 (0) 20 8530 1806 | M 07469 147743 | <http://www.kgminsurance.co.uk/>
www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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

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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Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 18:15
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'; 're_wired@ymail.com'
Subject: FW: MT3574694 Simon Cordell

Attachments: S Cordell 300115.pdf; s cordell call from police 141113.wma; Van-reciept-10-11-2013.jpg; MR SIMON CORDELL - CX52 JRZ (28.9 KB); 26_11_2013_13_53__KellyTiller kelly call to compound.wav

Hi Josey

I got the attached information from Simon's insurance company on Friday. After a lot of work to get it and a lot of emails and over a year of time. The letter of Indemnity is not correct with some points which I have asked peter wood to address.

Simon has asked me to forward this to you.

The reason is this shows how far the police will go to lie. Not only did he lie to KGM Simon's insurance, about tools being in Simon's van to void Simon insurance cover and be able to seize his van. He then went on to lie in his statement of facts to be used at court saying nothing about tools just that the insurance said Simon's was not covered by his insurance. He then stood up in court and under oath when the judge asked him about tools being in the van said he did not says tools was in the van. The reason the judge asked this was he saw emails from KGM saying about the tools.

Simon was found guilty of this and we have taken it to appeal and are waiting on a date.

But in the asbo case can this not be shown that the police will lie even under oath. They are trying to use Simon's char in the asbo case and make him look bad. Why can we not show the police in the same light by using this information?

Simon has asked can you get the case papers from the courts for this case and the Woolwich case. As these cases do show somewhat how far the police are willing to go with Simon.

In the Asbo case papers you have police saying in there statement they know Simon is always insured it is on police file how much he was stopped. Yet he has around 8 cases at court for no insurance. In addition, most of these case he never had a summons for and they found him guilty due to him knowing nothing about the case was due to be in court.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that

there were no tools in the vehicle.

- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

---

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]

Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police

officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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

Member of the UK Specialty Division of Canopius Group
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www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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 Canopius 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 seizers 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 then 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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From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 02 February 2015 14:56
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine,

Thanks for your comments, don't worry I want to get this resolved as much as you and Simon, its taken far too long already, so before I send an amended Indemnity Letter (LOI) please confirm my understanding as listed below –

- I will amend the registration of the Ford Zetec to show MA57LDY. Broadsure originally gave us the incorrect registration and as you say it was a while before this error was corrected and our policy history was confusing due to the incorrect Clio that I was not aware of previously.
- You are correct, looking back on the instructions from Broadsure I cannot see that they instructed Underwriters to delete the Renault Clio that was added in error following receipt of advices from Broadsure. I can amend the comment in the letter to show that this vehicle was added to the policy incorrectly following an effort on your part to correct the registration number of the Ford Zetec and was a broker error, are you happy with this?
- The letter states cover was for Social Domestic & Pleasure and Motor Trade Use. Motor Trade use would cover Simon to carry a Motor Mechanics tools being used in connection with Motor Trade but not any tools that would typically be used for any other purposes such as perhaps, paint/brushes/ladders/plumbing/Electrical(domestic/commercial except auto electrical) and so on. This is standard cover, however I am happy to expand on this statement in the letter if you would like me to in order to clarify that point?
- The Police officer asked if Simon would be covered for the carriage of tools to drive around doing "odd jobs". Later in the call he again confirmed that Simon was not covered "to drive around doing jobs". I sent you the call so you can listen to it yourself but the tone of the enquiry was suggesting that Simon was doing jobs not connected to the Motor Trade however I do feel there is plenty of room here for misunderstanding. If the question had been more specific with the officer stating that Simon had tools connected with the Motor Trade in the vehicle would he be covered – Yes. If he said that the tools were not connected to the Motor Trade (as per my comments above) then the answer is – No. Not something I can put into a Letter of Indemnity but certainly something to be argued with the CPS/Courts.
- I'm happy to confirm in the letter that cover was in force under this policy on the 14/11/2013.

Once I hear back from you I will revise the LOI accordingly and e-mail it across for you to sign off, I will also send an original in the post just in case!

If you need anything else please do not hesitate to drop me and Andy a line, I am keeping Andy in the loop as I will be on leave from 12/2/15 – 9/3/15 so he will need to deal with anything in my absence.

Regards

Peter Wood
UK Specialty Operations Manager |
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KGM House | 14 Eastwood Close | London | E18 1RZ
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 01:47
To: Wood, Peter

Subject: RE: MT3574694 Simon Cordell

Dear Peter
Thank you very much for the information you have sent, I do see some errors in your letter of Indemnity.

Ford Zetec registration MA47LDY
- Ford Transit registration CX52JRZ

On the 8/4/13 at 11.05am the following vehicle was added to the policy -
- Renault Clio registration NA57LDY.

Ford Zetec registration MA47LDY
Renault Clio registration NA57LDY

This registration was always put in not correctly but was in fact given to Broadsure Direct correctly.

The registration should have been

Ford Zetec registration MA57LDY
This was later correct after the 3rd time of telling the Ford Zetec registration as MA57LDY please see attached document.
This is the registration that should have been on the policy from the start.
We never knew it was not correct until 08/04/13 when again the correct registration was given.
However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.
We were not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time, we asked for new documents to be sent which they were so we could check.
But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.
It seems this was never done by what you have sent in your email.

I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.

There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.
This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not. At the time we were not happy as we were told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's insurance was meant to have been setup.

As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with the issues of 14/11/2013 when a call was made to Kelly Tiller, we asked did the police say what tools was meant to have been in the van as if there were mechanic tools in there his insurance should have in fact covered this. Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issue.

Can you please confirm he was correctly insured with KGM and write this as I would like this addressed?

And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.

Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son problems.

Regards

Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>

Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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

Dear Andrew

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@canopius.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 Canopius 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 seizers 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 then 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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Please see attached Insurance, which will show you full details of his insurance policy and dates covered.

Yes, we do want full discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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.canopius.com/> www.canopius.com

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 02 February 2015 15:08
To: 'Wood, Peter'
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you for the reply to my email

Yes the below would cover everything I feel, so if you can go ahead and do this I would be most grateful.

As said, I just do not want any way that the CSP and Court could have any confusion with anything.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 02 February 2015 14:56
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine,

Thanks for your comments, don't worry I want to get this resolved as much as you and Simon, its taken far too long already, so before I send an amended Indemnity Letter (LOI) please confirm my understanding as listed below –

- I will amend the registration of the Ford Zetec to show MA57LDY. Broadsure originally gave us the incorrect registration and as you say it was a while before this error was corrected and our policy history was confusing due to the incorrect Clio that I was not aware of previously.
- You are correct, looking back on the instructions from Broadsure I cannot see that they instructed Underwriters to delete the Renault Clio that was added in error following receipt of advices from Broadsure. I can amend the comment in the letter to show that this vehicle was added to the policy incorrectly following an effort on your part to correct the registration number of the Ford Zetec and was a broker error, are you happy with this?
- The letter states cover was for Social Domestic & Pleasure and Motor Trade Use. Motor Trade use would cover Simon to carry a Motor Mechanics tools being used in connection with Motor Trade but not any tools that would typically be used for any other purposes such as perhaps, paint/brushes/ladders/plumbing/Electrical(domestic/commercial except auto electrical) and so on. This is standard cover, however I am happy to expand on this statement in the letter if you would like me to in order to clarify that point?
- The Police officer asked if Simon would be covered for the carriage of tools to drive around doing "odd jobs". Later in the call he again confirmed that Simon was not covered "to drive around doing jobs". I sent you the call so you can listen to it yourself but the tone of the enquiry was suggesting that Simon was doing jobs not connected to the Motor Trade however I do feel there is plenty of room here for misunderstanding. If the question had been more specific with the officer stating that Simon had tools connected with the Motor Trade in the vehicle would he be covered – Yes. If he said that the tools were not connected to the Motor Trade (as per my comments above) then the answer is – No. Not something I can put into a Letter of Indemnity but certainly something to be argued with the CPS/Courts.
- I'm happy to confirm in the letter that cover was in force under this policy on the 14/11/2013.

Once I hear back from you I will revise the LOI accordingly and e-mail it across for you to sign off, I will also send an original in the post just in case!

If you need anything else please do not hesitate to drop me and Andy a line, I am keeping Andy in the loop as I will be on leave from 12/2/15 – 9/3/15 so he will need to deal with anything in my absence.

Regards

Peter Wood
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 01:47
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you very much for the information you have sent, I do see some errors in your letter of Indemnity.

Ford Zetec registration MA47LDY
• Ford Transit registration CX52JRZ
On the 8/4/13 at 11.05am the following vehicle was added to the policy –
• Renault Clio registration NA57LDY.

Ford Zetec registration MA47LDY
Renault Clio registration NA57LDY

This registration was always put in not correctly but was in fact given to Broadsure Direct correctly.

The registration should have been

Ford Zetec registration MA57LDY

This was later correct after the 3rd time of telling the Ford Zetec registration as MA57LDY please see attached document.
This is the registration that should have been on the policy from the start.
We never new it was not correct until 08/04/13 when again the correct registration was given.
However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.
We was not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time we asked for new documents to be sent which they were so we could check.
But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.
It seems this was never done by what you have sent in your email.

I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.

There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.
This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not.
At the time we was not happy as we was told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's insurance was meant to have been setup.

As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with

Regards,

Andrew Austin

Deputy Underwriting Operations Manager | KGM Motor Insurance

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www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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@canopius.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 Canopius 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 seizers 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 then 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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the issues of 14/11/2013 when a call was made to Kelly Tiller we asked did the police say what tools was meant to have been in the van as if there was mechanic tools in there his insurance should have in fact covered this. Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issues.

Can you please confirm he was correctly insured with KGM and write this as I would like this addressed.

And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.

Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son problems.

Regards

Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up

any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed

up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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@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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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.

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From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 02 February 2015 15:48
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Attachments: S Cordell 020215.pdf

Dear Lorraine,

Please review the attached revised LOI, once you confirm you are happy with it I will put an original in the post today.

I think that's it for now but just shout if you need anything else.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 02 February 2015 15:08
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you for the reply to my email

Yes the below would cover everything I feel, so if you can go ahead and do this I would be most grateful.

As said, I just do not want any way that the CSP and Court could have any confusion with anything.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 02 February 2015 14:56
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine,

Thanks for your comments, don't worry I want to get this resolved as much as you and Simon, its taken far too long already, so before I send an amended Indemnity Letter (LOI) please confirm my understanding as listed below –

- I will amend the registration of the Ford Zetec to show MA57LDY. Broadsure originally gave us the incorrect registration and as you say it was a while before this error was corrected and our policy history was confusing due to the incorrect Clio that I was not aware of previously.
- You are correct, looking back on the instructions from Broadsure I cannot see that they instructed Underwriters to delete the Renault Clio that was added in error following receipt of advices from Broadsure. I can amend the comment in the letter to show that this vehicle was added to the policy incorrectly following an effort on your part to correct the registration number of the Ford Zetec and was a broker error, are you happy with this?
- The letter states cover was for Social Domestic & Pleasure and Motor Trade Use. Motor Trade use would cover Simon to carry a Motor Mechanics tools being used in connection with Motor Trade but not any tools that would typically be used for any other purposes such as perhaps, paint/brushes/ladders/plumbing/Electrical(domestic/commercial except auto electrical) and so on. This is standard cover, however I am happy to expand on this statement in the letter if you would like me to in order to clarify that point?
- The Police officer asked if Simon would be covered for the carriage of tools to drive around doing "odd jobs". Later in the call he again confirmed that Simon was not covered "to drive around doing jobs". I sent you the call so you can listen to it yourself but the tone of the enquiry was suggesting that Simon was doing jobs not connected to the Motor Trade however I do feel there is plenty of room here for misunderstanding. If the question had been more specific with the officer stating that

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@canopius.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 Canopius 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 seizers 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

Simon had tools connected with the Motor Trade in the vehicle would he be covered – Yes. If he said that the tools were not connected to the Motor Trade (as per my comments above) then the answer is – No. Not something I can put into a Letter of Indemnity but certainly something to be argued with the CPS/Courts.

- I'm happy to confirm in the letter that cover was in force under this policy on the 14/11/2013.

Once I hear back from you I will revise the LOI accordingly and e-mail it across for you to sign off, I will also send an original in the post just in case!
If you need anything else please do not hesitate to drop me and Andy a line, I am keeping Andy in the loop as I will be on leave from 12/2/15 – 9/3/15 so he will need to deal with anything in my absence.
Regards
Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 01:47
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter
Thank you very much for the information you have sent, I do see some errors in your letter of Indemnity.
Ford Zetec registration MA47LDY
• Ford Transit registration CX52JRZ
On the 8/4/13 at 11.05am the following vehicle was added to the policy –
• Renault Clio registration NA57LDY.
Ford Zetec registration MA47LDY
Renault Clio registration NA57LDY
This registration was always put in not correctly but was in fact given to Broadsure Direct correctly.
The registration should have been
Ford Zetec registration MA57LDY
This was later correct after the 3rd time of telling the Ford Zetec registration as MA57LDY please see attached document.
This is the registration that should have been on the policy from the start.
We never new it was not correct until 08/04/13 when again the correct registration was given.
However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.
We was not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time we asked for new documents to be sent which they were so we could check.
But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.
It seems this was never done by what you have sent in your email.
I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.
There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.
This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not.
At the time we was not happy as we was told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's insurance was meant to have been setup.
As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with the issues of 14/11/2013 when a call was made to Kelly Tiller we asked did the police say what tools was meant to have been in the van as if there was mechanic tools in there his insurance should have in fact covered this.
Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issues.
Can you please confirm he was correctly insured with KGM and write this as I would like this addressed.
And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.
Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son

problems.
Regards
Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters.
If you need anything else please let me know, or in my absence Andy Austin.
Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.
As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.
No doubt I will hear from you shortly, in the meantime have a good weekend.
Regards

Peter Wood
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter
Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.
As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.
I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.
I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.
Regards
Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.
I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.
I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.
If you need anything else or have any questions in the meantime please do not hesitate to contact us.
I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.
We will be in touch shortly and await details from you as above in due course.
King Regards
Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood
Thank you for picking this up and taking the time to deal with this matter..
The date of the appeal I do not have yet.
I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.
I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.
The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.
I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.
That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.
However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.
This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.
The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.
As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle

out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.
I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.
As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.
Regards
Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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@canopius.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

Member of the UK Specialty Division of Canopius Group
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www.kgminsurance.co.uk | <http://www.canopius.com/> www.canopius.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

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 then 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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Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 03 February 2015 12:57
To: 'London.magistratessouth@cps.gsi.gov.uk'
Cc: 'swglondonmc@hmcts.gsi.gov.uk'
Subject: Re: Simon Cordell

Attachments: Appeal-Case-Driving-Tools-26-11-2014.pdf; S Cordell 020215.pdf; MT Underwriting_FW_ MR SIMON CORDELL - CX52 JRZ.pdf; s cordell call from police 141113.wma; 26_11_2013_13_53__KellyTiller kelly call to compound.wav

Dear Debbie Barnett

Thank you for taking the time to talk to me today on the phone one the 02/02/2015. Could you please also confirm by email that you have this email.

As explained, there have been a number of issues with my son Simon Cordell DOB: 26/01/1981.

The issues are one of not being insured. When in fact he was.

There was a case heard on the 26/11/2014 at Wimbledon Magistrates' Court where my son Simon Cordell was found guilty. Of using his vehicle for business purposes.

This was only the case due to the police officer lying. Not just to KGM who my son was insured with, but in his statement of facts, and also on oath to the judge and CPS.

The case is such that on the day my son was stopped the police office made a call to KGM the police office told KGM that my son Simon Cordell had lots of tools in his van and was doing odd jobs. Under my son insurance this would not have covered him and the police officer would have known this already as my son had given the police officer his policy at the side of the road.

My son was arrested and taken to the police station. Due to him refusing to sign the seizer notice and telling the police officer he was lying and to arrest him.

My sons Van registration CX52JRZ was seized and taken to Chariton police vehicle pound, with no tools in there.

The police office when wrote his statement not with what he told KGM on the phone call but with something totally incorrect information. The judge asked the police office at court about the tools as he saw emails from KGM the police office told the judge he new nothing about any tools.

The police officer I believed new he could not put tools down in his statement as calls was already being put into the police about complaints. So changed his story in his statement.

The facts are that there is audio tapes of what the police officer said to KGM, and also the call that was made to Chariton police vehicle pound as KGM record all calls.

I have both of the audio files from KGM and also a Letter of Indemnity and an email that a manager sent to Kelly Tiller at KGM.

How can a police officer act in such a manner. I really do not understand why he did this.

As also said on the phone there is a number of summons my son has not had regarding the other stops from police, these case he have gone to court without him knowing and he been found guilty when he did not even know there was a case in court.

I have sent many emails to get these cases set aside and sent his insurance documents to the court. 2 case we had to do statutory declarations one for Willesden and one for Bromley. The Willesden one seems to have been reheard at court on the 26/01/2015 without us knowing again he was found guilty but they put this case under a new case number looking at the letter so all the documents that were sent before was not with the court file I would have through. But with both statutory declarations we added a copy of his insurance.

I have been trying for some time to get all of this put together so it can all be addresses and so far nothing has been done with all the emails I have sent to the court. We also asked at court when we went to Wimbledon Magistrates' Court but nothing was done. Could you please tell us where we can sort this out about getting all

the other cases addressed without the need to be going from one court to the next. This is a waste of courts time and money when clearly all that is needed to be is check my son's insurance that he was in fact insured.

I am sure that the letter that has been sent of Indemnity from KGM would cover these other cases as proof he was in fact insured. Could you please advise what needs to be done with these other cases.

Please can you address the issues in this email and get back to me by email.

Regards

Lorraine Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 05 February 2015 15:13
To: 'listing@kingstonuponthames.crowncourt.gsi.gov.uk'
Cc: 'London.magistratessouth@cps.gsi.gov.uk'; 'swglondonmc@hmcts.gsi.gov.uk'
Subject: FW: Re: Simon Cordell

Attachments: Appeal-Case-Driving-Tools-26-11-2014.pdf; S Cordell 020215.pdf; MT Underwriting_FW_ MR SIMON CORDELL - CX52 JRZ.pdf; s cordell call from police 141113.wma; 26_11_2013_13_53__KellyTiller kelly call to compound.wav

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My son's details are Mr Simon Paul Cordell DOB: 26/01/1981.

An appeal was put in on the same date 26/11/2014 and we have been waiting for an appeal date. But today when speaking to the CSP they told us a date was already set for the 05/03/2015 at Kingston-upon-Thames Crown Court, we have had no letters of a date being set could you please forward to this email any letters that have been sent.

At court when my son was found guilty the cps and the judge advised if we got the information needed from his insurance then it could be sent before we got a date for the appeal to the cps and court.
which I spoke to Debbie Barnett from the CPS on the 02/02/2015 and told her I was now able to send this data over.

She asked me to send this via email which was done on the 03/02/2015, please see below email.

Could you please link this email and all attachments to the court file. I do not know the case ref for the court due to not having any letters.

There are 3 PDF files and 2 Audio files from his insurance company. Could you also please explain what format the audio files should be in to be used in this case, also should they be on CD of tape. and would we need to bring something to court to play them on. The insurance company need to know this ASAP seeing as the case is listed for the 05/03/2015.

Could you also please tell us what time the case is listed for, and also reply to this email to let me know you have got it safely with the attached documents and audio files.

Regards

Lorraine Cordell

Simon Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 February 2015 12:57
To: 'London.magistratessouth@cps.gsi.gov.uk'
Cc: 'swglondonmc@hmcts.gsi.gov.uk'
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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 05 February 2015 16:53
To: 'listing@kingstonuponthames.crowncourt.gsi.gov.uk'
Cc: 'London.magistratessouth@cps.gsi.gov.uk'; 'swglondonmc@hmcts.gsi.gov.uk'
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Please can you address the issues in this email and get back to me by email.

Regards

Lorraine Cordell

From:	m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To:	Lorraine Cordell
Subject:	Read acknowledgement
Date:	06 February 2015 12:57:16

This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: Simon Asbo". Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 06 February 2015 14:24:32

This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "Re: Simon Cordell Record".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 06 March 2015 14:40:46
This is a delivery receipt for the mail that you sent on 06 March 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: RE FOI 11845 [SEC=UNCLASSIFIED]".
Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: josephinewardsolicitor@amail.com: Lorraine Cordell
Subject: Re: FW: Re: Simon Cordell
Date: 06 February 2015 15:42:40
Attachments: LETTER OF AUTHORITYTB.docx

Lorraine,
Please find the attached letter of authority for Tyrone Benjamin's medical records.
Please can you get this signed and send it back to us asap.
Kind regards,
Micheal McKee

On 06 February 2015 at 15:28 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Part 3 of 3

Audio file from KGM of when Simon went to police compound to prove in fact there was not tools in his van so his insurance would not be stopped.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:26 **To:** 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: RE: Re: Simon Cordell

part 2 of 3 email

Audio file of police talking to KGM on the day Simon was pulled on the 14/11/2013 when the police lied to get Simon insurance voided.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:24 **To:** 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: Re: Simon Cordell

Part 1 of 3 email.

please see attached the way in which Simon has been treated by police and the lies one police office said to his insurance KGM this is due to be at Kingston upon Thames crown court on the 05/03/2013

and this is the information KGM has sent. I do have all the emails from KGM that has gone back and forward since Simon was pulled by police on the 14/11/2013

I have to send this in a few emails due to the size not sure if you are getting them

Regards

Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 06 February 2015 15:43:15

This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: Re: Simon Cordell". Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: iosephinewardsolicitor@amail.com: Lorraine Cordell
Subject: Re: FW: Re: Simon Cordell
Date: 06 February 2015 15:43:51

Can you please also let us know the details of who his GP is. Thanks.

On 06 February 2015 at 15:42 Micheal McKee <m.mckee@michaelcarrollandco.com> wrote:

Lorraine,
Please find the attached letter of authority for Tyrone Benjamin's medical records.
Please can you get this signed and send it back to us asap.
Kind regards,
Micheal McKee

On 06 February 2015 at 15:28 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Part 3 of 3

Audio file from KGM of when Simon went to police compound to prove in fact there was not tools in his van so his insurance would not be stopped.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:26 **To:** 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: RE: Re: Simon Cordell

part 2 of 3 email

Audio file of police talking to KGM on the day Simon was pulled on the 14/11/2013 when the police lied to get Simon insurance voided.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:24 **To:** 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: Re: Simon Cordell

Part 1 of 3 email.

please see attached the way in which Simon has been treated by police and the lies one police office said to his insurance KGM this is due to be at Kingston upon Thames crown court on the 05/03/2013

and this is the information KGM has sent. I do have all the emails from KGM that has gone back and forward since Simon was pulled by police on the 14/11/2013

I have to send this in a few emails due to the size not sure if you are getting them

Regards

Lorraine

From: Lorraine Cordell
To: "Micheal McKee'
Subject: RE: FW: Re: Simon Cordell
Date: 06 February 2015 16:20:00
Attachments: LETTER OF AUTHORITYTB.docx

Please see attached signed document

Tyrone is under

The Royal London Hospital
Whitechapel Road
Whitechapel
London
E1 1BB

his GP is

Nightingale House Surgery 1 -
3 Nightingale Road Edmonton
N9 8AJ

Regards

Lorraine Cordell

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 06 February 2015 15:43
To: josephinewardsolicitor@gmail.com; Lorraine Cordell
Subject: Re: FW: Re: Simon Cordell

Lorraine,

Please find the attached letter of authority for Tyrone Benjamin's medical records. Please can you get this signed and send it back to us asap.

Kind regards,

Micheal McKee

On 06 February 2015 at 15:28 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Part 3 of 3

Audio file from KGM of when Simon went to police compound to prove in fact there was not tools in his van so his insurance would not be stopped.

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Sent: 06 February 2015 15:26 **To:** 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: RE: Re: Simon Cordell

part 2 of 3 email

Audio file of police talking to KGM on the day Simon was pulled on the 14/11/2013 when the police lied to get Simon insurance voided.

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Sent: 06 February 2015 15:24 **To:** 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: Re: Simon Cordell

Part 1 of 3 email.

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i have to send this in a few emails due to the size not sure if you are getting them

Regards

Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of
To: Micheal McKee
Subject: Lorraine Cordell
Read acknowledgement
Date: 06 February 2015 16:47:53
This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Re: Simon Cordell".
Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Lorraine Cordell
To: "Micheal McKee"
Cc: "josephinewardsolicitor@gmail.co
Subject: RE: FW: Re: Simon Cordell
Date: 06 February 2015 17:12:00

Hi Micheal

Please see the below information

Name & Registered Office:
EVERY DECIBEL MATTERS LTD
36 GOREFIELD HOUSE
CANTEBURY ROAD
LONDON
ENGLAND
NW6 5TA
Company No. 08770389

This is who owns EVERY DECIBEL MATTERS the company has been registered since 11/11/13 so how are they saying that Simon is setting things up and owns EVERY DECIBEL MATTERS the company number is on there also. So the police know this is not Simons company.

Status: Active

Date of Incorporation: 11/11/2013 **Country of Origin**: United Kingdom

Company Type: Private Limited Company **Nature of Business (SIC)**:
None Supplied

Accounting Reference Date: 30/11
Last Accounts Made Up To: (NO ACCOUNTS FILED)
Next Accounts Due: 11/08/2015
Last Return Made Up To:
Next Return Due: 09/12/2014 OVERDUE

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 06 February 2015 15:44
To: josephinewardsolicitor@gmail.com; Lorraine Cordell
Subject: Re: FW: Re: Simon Cordell

Can you please also let us know the details of who his GP is. Thanks.

> On 06 February 2015 at 15:42 Micheal McKee <m.mckee@michaelcarrollandco.com> wrote:
>
> Lorraine,
>
> Please find the attached letter of authority for Tyrone Benjamin's medical records. Please can you get this signed and send it back to us asap.

Kind regards,

Micheal McKee

On 06 February 2015 at 15:28 Lorraine Cordell <lorraine32@blueyonder.co.uk>

wrote:

Part 3 of 3

Audio file from KGM of when Simon went to police compound to prove in fact there was not tools in his van so his insurance would not be stopped.

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

Sent: 06 February 2015 15:26

To: 'josephinewardsolicitor@gmail.com'

Cc: 'm.mckee@michaelcarrollandco.com'

Subject: RE: Re: Simon Cordell

part 2 of 3 email

Audio file of police talking to KGM on the day Simon was pulled on the 14/11/2013 when the police lied to get Simon insurance voided.

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

Sent: 06 February 2015 15:24

To: 'josephinewardsolicitor@gmail.com'

Cc: 'm.mckee@michaelcarrollandco.com'

Subject: Re: Simon Cordell

Part 1 of 3 email.

please see attached the way in which Simon has been treated by police and the lies one police office said to his insurance KGM this is due to be at Kingston upon Thames crown court on the 05/03/2013

and this is the information KGM has sent. I do have all the emails from KGM that has gone back and forward since Simon was pulled by police on the 14/11/2013

I have to send this in a few emails due to the size not sure if you are getting them

Regards

Lorraine

From: Lorraine Cordell

To: "Micheal McKee"

Cc: "iosephinewardsollcltor@gmi

Subject: FW: Simon Cordell

Date: 06 February 2015 17:25:00

Dear Micheal

Please see below email from Every Decibel Matters that confirms Simon Cordell has never had anything to do with this company.

Regards

Lorraine

From: moses.howe@gmail.com [mailto:moses.howe@gmail.com]

On Behalf of Moses Howe

Sent: 06 February 2015 17:23

To: lorraine32@blueyonder.co.uk

Subject: Simon Cordell

I believe there has been some mistake as to the ownership of Every Decibel Matters, it is owned by myself Moses Howe and Sean O'Connor, not Simon Cordell.

He has nothing to do with Every Decibel Matters LTD company number 08770389 and has not organised any events with us.

Moses Howe

Sound Engineer/Speaker Designer

EveryDecibelMatters.co.uk

07432201770

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 06 February 2015 17:39:24

This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: FW: Re: Simon Cordell".

Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 06 February 2015 17:34:10

This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: Simon Cordell".

Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 06 February 2015 10:41
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine/Simon,

Just a quick note to let you know that I will be on holiday from 12/2/15 returning on 9/3/15, so if you need anything in the meantime please communicate with Andy Austin.

Can you let me know how you get on with the CPS and let me know if there is anything else we can do or that you might need from us?

Just to confirm, I'm sure you are onto this but you are currently pulling together evidence of the costs incurred by Simon for various release fee's following Police stop and seizures. As soon as you have provided this evidence I can give further consideration to the compensation aspect of your complaint. I would prefer to deal with this myself when I return after the 9/3/15, I hope that's acceptable to you but if not please let me know and I will put something in place so that this can be handled in my absence.

Finally, I would advise that the formal Data Subject Access Request you previously made has gone to our Data Protection Officer. He is aware that I have already provided the Indemnity Letter and some key call recordings to assist you. They are dealing with your request and he has asked that I send you his initial response, I have pasted this in below for your information –

[**Dear Mr Cordell**

Further to your ongoing correspondence with Peter Wood in our Motor Operation, your request for information has been passed to me and whilst I can see we have fulfilled that request in part by sending you specific data, we would like to fulfil the element of your request which is a Subject Access Request. We apologise that this element of your request was not dealt with as quickly as it should have been.

Accordingly, we will now gather relevant data and write to you with the results of that data gathering exercise as soon as possible. As Peter has already communicated, we will charge no fee for this request on this occasion.

Please do not hesitate to contact me if you have any queries.

With kind regards

Paul Donovan
Global Data Protection Officer | Canopius Holdings UK Limited |
Gallery 9 | One Lime Street | London | EC3M 7HA

D +44 (0) 20 7337 3796 | M +44 (0) 7584 102572 www.canopius.com]

I trust that's everything for now, have a good weekend and no doubt we will be in contact soon. If you need anything else, just shout!

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ

D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 02 February 2015 15:08
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you for the reply to my email

Yes the below would cover everything I feel, so if you can go ahead and do this I would be most grateful.

As said, I just do not want any way that the CSP and Court could have any confusion with anything.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 02 February 2015 14:56
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine,

Thanks for your comments, don't worry I want to get this resolved as much as you and Simon, its taken far too long already, so before I send an amended Indemnity Letter (LOI) please confirm my understanding as listed below –

- I will amend the registration of the Ford Zetec to show MA57LDY. Broadsure originally gave us the incorrect registration and as you say it was a while before this error was corrected and our policy history was confusing due to the incorrect Clio that I was not aware of previously.
- You are correct, looking back on the instructions from Broadsure I cannot see that they instructed Underwriters to delete the Renault Clio that was added in error following receipt of advices from Broadsure. I can amend the comment in the letter to show that this vehicle was added to the policy incorrectly following an effort on your part to correct the registration number of the Ford Zetec and was a broker error, are you happy with this?
- The letter states cover was for Social Domestic & Pleasure and Motor Trade Use. Motor Trade use would cover Simon to carry a Motor Mechanics tools being used in connection with Motor Trade but not any tools that would typically be used for any other purposes such as perhaps, paint/brushes/ladders/plumbing/Electrical(domestic/commercial except auto electrical) and so on. This is standard cover, however I am happy to expand on this statement in the letter if you would like me to in order to clarify that point?
- The Police officer asked if Simon would be covered for the carriage of tools to drive around doing "odd jobs". Later in the call he again confirmed that Simon was not covered "to drive around doing jobs". I sent you the call so you can listen to it yourself but the tone of the enquiry was suggesting that Simon was doing jobs not connected to the Motor Trade however I do feel there is plenty of room here for misunderstanding. If the question had been more specific with the officer stating that Simon had tools connected with the Motor Trade in the vehicle would he be covered – Yes. If he said that the tools were not connected to the Motor Trade (as per my comments above) then the answer is – No. Not something I can put into a Letter of Indemnity but certainly something to be argued with the CPS/Courts.
- I'm happy to confirm in the letter that cover was in force under this policy on the 14/11/2013.

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@canopius. 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

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

D +44 (0) 20 8530 1806 | M 07469 147743 | <http: //www. k gm insurance. co. uk/> www.kgminsurance.co.uk |

<http://www.canopius.com/> www.canopius.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@canopius. 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: -

Confirmation of the points you raised to the Financial Ombudsman
when you verbally submitted your complaint and the outcome you are looking to achieve.

Full details of the losses that you have incurred as a direct result of your complaint and full documentary evidence supporting this.

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 Canopius Group KGM House | 14 Eastwood Close | London | E18 1RZ

From: Lorraine Cordell [mailto: lorraine32@bluevonder. 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 seizers 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 time 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 were 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 manager 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 1 st 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 worst 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 loss 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

Once I hear back from you I will revise the LOI accordingly and e-mail it across for you to sign off, I will also send an original in the post just in case!

If you need anything else please do not hesitate to drop me and Andy a line, I am keeping Andy in the loop as I will be on leave from 12/2/15 – 9/3/15 so he will need to deal with anything in my absence.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 01:47
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you very much for the information you have sent, I do see some errors in your letter of Indemnity.

Ford Zetec registration MA47LDY
• Ford Transit registration CX52JRZ
On the 8/4/13 at 11.05am the following vehicle was added to the policy –
• Renault Clio registration NA57LDY.

Ford Zetec registration MA47LDY
Renault Clio registration NA57LDY

This registration was always put in not correctly but was in fact given to Broadsure Direct correctly.

The registration should have been

Ford Zetec registration MA57LDY

This was later correct after the 3rd time of telling the Ford Zetec registration as MA57LDY please see attached document.
This is the registration that should have been on the policy from the start.
We never new it was not correct until 08/04/13 when again the correct registration was given.
However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.
We was not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time we asked for new documents to be sent which they were so we could check.
But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.
It seems this was never done by what you have sent in your email.

I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.

There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.
This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not.
At the time we was not happy as we was told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's

insurance was meant to have been setup.

As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with the issues of 14/11/2013 when a call was made to Kelly Tiller we asked did the police say what tools was meant to have been in the van as if there was mechanic tools in there his insurance should have in fact covered this. Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issues.

Can you please confirm he was correctly insured with KGM and write this as I would like this addressed.

And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.

Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son problems.

Regards

Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
UK Specialty Operations Manager |

UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 11:12
To: 'Wood, Peter'
Subject: RE: MT3574694 Simon Cordell

Dear Peter

I have sent the information over to the CSP i am waiting for a reply from them, i do believe however there is now an appeal date of the 05/03/2015 which i am trying to confirm due to not getting any letters from the court.

As for the data we need from the compound i have had to put a subject access request in, not sure how long this is going to take , but as soon as i heard anything i will let you know,

Thank you again for dealing with this matter and i am sure we will talk soon, hope you have a great holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 06 February 2015 10:41
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine/Simon,

Just a quick note to let you know that I will be on holiday from 12/2/15 returning on 9/3/15, so if you need anything in the meantime please communicate with Andy Austin.

Can you let me know how you get on with the CPS and let me know if there is anything else we can do or that you might need from us?

Just to confirm, I'm sure you are onto this but you are currently pulling together evidence of the costs incurred by Simon for various release fee's following Police stop and seizures. As soon as you have provided this evidence I can give further consideration to the compensation aspect of your complaint. I would prefer to deal with this myself when I return after the 9/3/15, I hope that's acceptable to you but if not please let me know and I will put something in place so that this can be handled in my absence.

Finally, I would advise that the formal Data Subject Access Request you previously made has gone to our Data Protection Officer. He is aware that I have already provided the Indemnity Letter and some key call recordings to assist you. They are dealing with your request and he has asked that I send you his initial response, I have pasted this in below for your information –

[Dear Mr Cordell

Further to your ongoing correspondence with Peter Wood in our Motor Operation, your request for information has been passed to me and whilst I can see we have fulfilled that request in part by sending you specific data, we would like to fulfil the element of your request which is a Subject Access Request. We apologise that this element of your request was not dealt with as quickly as it should have been.

Accordingly, we will now gather relevant data and write to you with the results of that data gathering exercise as soon as possible. As Peter has already communicated, we will charge no fee for this request on this occasion.

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 their 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@canopius. 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

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

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<http://www.canopius.com/> www.canopius.com

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

Sent: 21 January 2015 13:22

To: Austin, Andrew Cc: complaints@llovds.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

Please do not hesitate to contact me if you have any queries.

With kind regards

Paul Donovan
Global Data Protection Officer | Canopius Holdings UK Limited |
Gallery 9 | One Lime Street | London | EC3M 7HA

D +44 (0) 20 7337 3796 | M +44 (0) 7584 102572 www.canopius.com

I trust that's everything for now, have a good weekend and no doubt we will be in contact soon. If you need anything else, just shout!

Regards

Peter Wood
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UK Specialty Division of Canopius Group
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 02 February 2015 15:08
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you for the reply to my email

Yes the below would cover everything I feel, so if you can go ahead and do this I would be most grateful.

As said, I just do not want any way that the CSP and Court could have any confusion with anything.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 02 February 2015 14:56
To: Lorraine Cordell
Cc: Austin, Andrew
Subject: RE: MT3574694 Simon Cordell

Dear Lorraine,

Thanks for your comments, don't worry I want to get this resolved as much as you and Simon, its taken far too long already, so before I send an amended Indemnity Letter (LOI) please confirm my understanding as listed below –

- I will amend the registration of the Ford Zetec to show MA57LDY. Broadsure originally gave us the incorrect registration and as you say it was a while before this error was corrected and our policy history was confusing due to the incorrect Clio that I was not aware of previously.
- You are correct, looking back on the instructions from Broadsure I cannot see that they instructed Underwriters to delete the Renault Clio that was added in error following receipt of advices from Broadsure. I can amend the comment in the letter to show that this vehicle was added to the policy

incorrectly following an effort on your part to correct the registration number of the Ford Zetec and was a broker error, are you happy with this?

- The letter states cover was for Social Domestic & Pleasure and Motor Trade Use. Motor Trade use would cover Simon to carry a Motor Mechanics tools being used in connection with Motor Trade but not any tools that would typically be used for any other purposes such as perhaps, paint/brushes/ladders/plumbing/Electrical(domestic/commercial except auto electrical) and so on. This is standard cover, however I am happy to expand on this statement in the letter if you would like me to in order to clarify that point?
- The Police officer asked if Simon would be covered for the carriage of tools to drive around doing "odd jobs". Later in the call he again confirmed that Simon was not covered "to drive around doing jobs". I sent you the call so you can listen to it yourself but the tone of the enquiry was suggesting that Simon was doing jobs not connected to the Motor Trade however I do feel there is plenty of room here for misunderstanding. If the question had been more specific with the officer stating that Simon had tools connected with the Motor Trade in the vehicle would he be covered – Yes. If he said that the tools were not connected to the Motor Trade (as per my comments above) then the answer is – No. Not something I can put into a Letter of Indemnity but certainly something to be argued with the CPS/Courts.
- I'm happy to confirm in the letter that cover was in force under this policy on the 14/11/2013.

Once I hear back from you I will revise the LOI accordingly and e-mail it across for you to sign off, I will also send an original in the post just in case!

If you need anything else please do not hesitate to drop me and Andy a line, I am keeping Andy in the loop as I will be on leave from 12/2/15 – 9/3/15 so he will need to deal with anything in my absence.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
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D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 31 January 2015 01:47
To: Wood, Peter
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Thank you very much for the information you have sent, I do see some errors in your letter of Indemnity.

Ford Zetec registration MA47LDY
• Ford Transit registration CX52JRZ
On the 8/4/13 at 11.05am the following vehicle was added to the policy –
• Renault Clio registration NA57LDY.

Ford Zetec registration MA47LDY
Renault Clio registration NA57LDY

This registration was always put in not correctly but was in fact given to Broadsure Direct correctly.

The registration should have been

Ford Zetec registration MA57LDY

This was later correct after the 3rd time of telling the Ford Zetec registration as MA57LDY please see attached

document.
This is the registration that should have been on the policy from the start.
We never new it was not correct until 08/04/13 when again the correct registration was given.
However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.
We was not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time we asked for new documents to be sent which they were so we could check.
But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.
It seems this was never done by what you have sent in your email.

I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.

There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.
This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not.
At the time we was not happy as we was told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's insurance was meant to have been setup.

As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with the issues of 14/11/2013 when a call was made to Kelly Tiller we asked did the police say what tools was meant to have been in the van as if there was mechanic tools in there his insurance should have in fact covered this. Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issues.

Can you please confirm he was correctly insured with KGM and write this as I would like this addressed.

And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.

Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son problems.

Regards

Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 30 January 2015 17:02
To: Lorraine Cordell
Cc: Austin, Andrew; Donovan, Paul
Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure

notice to indicate that there were any tools removed from the vehicle or in the vehicle in the compund.
- Letter of Indemnity for the CPS/Courts.

I believe these are the relevant items you were after and hope this will assist you to resolve the court matters. If you need anything else please let me know, or in my absence Andy Austin.

Paul Donovan will respond separately in respect of your data request but hopefully the attached will meet your requirements.

As soon as I receive documentation from you to support costs incurred I can consider our response on compensation.

No doubt I will hear from you shortly, in the meantime have a good weekend.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 January 2015 11:14
To: Wood, Peter
Cc: Austin, Andrew; complaints@lloyds.com
Subject: RE: MT3574694 Simon Cordell

Dear Peter

Yes please could you send the tapes out and the Letter of Indemnity I would be most grateful as I think this would cover the courts, and would like to get the information to them as soon as possible to the court and CPS.

As for the other information that is acceptable, as I not sure how long it will take the police compound to send me over the information, I will need to send to you they do take there time.

I am just happy this matter is getting address as said the most worrying thing was the court case and this is the information I needed. I hope you have a great time on leave.

I look forward to hearing from you, and will pass the information over from the police compound as soon as I have it.

Regards

Simon

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 27 January 2015 10:05
To: Lorraine Cordell
Cc: Austin, Andrew

Subject: Re: MT3574694 Simon Cordell

Dear Simon,

I spent some time last Friday tracking down a number of calls and did find the original call that the Police made to Jessica and the calls Kelly made to the Compound so we can provide these and it sounds like these are the important calls from the CPS and Courts viewpoint. I will pass these over to our Data Protection Officer of course but will ask if its ok for me to release them to you in the meantime before he does his official response.

I think we should also do the Letter of Indemnity and will send this across to you in the next few days, theres no reason why you can't send this across now and it can do no harm.

I'm concious we have not done a formal final response yet to your complaint, I intend to do this as soon as we receive full details of the recovery costs you incurred and can make a decision on compensation, I trust thats acceptable.

If you need anything else or have any questions in the meantime please do not hesitate to contact us.

I am keeping Andy in the loop as I am due to go on leave from 12/2/15 - 8/3/15 so he will need to pick up any issues that may arise during that time.

We will be in touch shortly and await details from you as above in due course.

King Regards

Mr Peter Wood

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: 26 January 2015 23:10:04 GMT
To: Wood, Peter <Peter.Wood@canopius.com>
Cc: complaints@lloyds.com <complaints@lloyds.com>
Subject: Re: MT3574694 Simon Cordell

Dear Peter Wood

Thank you for picking this up and taking the time to deal with this matter..

The date of the appeal I do not have yet.

I are waiting for this but the court and CPS said if I get the information needed before the court date then it could be sent to the court who found me guilty and the CPS and this would be linked to the case and addressed. In addition, there should be no need for the appeal court case.

I are trying to do this so that a next day is not got to be wasted of my time in court and getting to and from the court.

The day that the police officer pulled me and told KGM that I had tools in my van, which the police officer lied, and the police officer has said this in court so lied to the judge is 14/11/2013.

I think due to what the police officer said in court the CPS and judge would like to know the facts and what the police officer said on that phone call to KGM. In addition, when KGM spoke to the manager at the police compound and found out in fact there was not tools, I think the reason for this is the police officer committed perjury in the court.

That is why they asked me to get proof that my insurance was not void, section 9 witness statements as to what the police officer told KGM on the phone to try to void my insurance, In addition, the facts how KGM found out I had in fact done nothing wrong and my insurance should not be cancelled.

However, if you think a Letter of Indemnity would sort this matter out then if this could be done I would be very grateful, but could you include in the letter only reason this has come about is due to what the police officer told KGM about the tools being in the van. In addition, this is the reason KGM told the police officer that I would not then be covered by the insurance policy I had in force with them.

This should cover it I hope as I really did nothing wrong and Kelly Tiller knows the police officer lied to get my insurance cancelled as she spoke to the police compound and they told her there was no tools.

The vehicle registration I was driving on the 14/11/2010 was CX52JRZ, this registration was included on my insurance. So should have shown on the database along with my car. However, none showed up as being insured on the MID database, this is what has caused me all the problems with the police.

As already aware yes I was stopped around 8 or 9 times and had vehicles seized.
I do have some of the some of them here already like do have the receipt what I paid to get the vehicle out of the compound for the 14/11/2013 case I picked that up on the 16/11/2013.

I have the ones for the 08/04/2013, 29/10/2013, 16/11/2013, 03/01/2014 I just need to get the receipts for the other dates and also something that shows they was all sized due to no insurance from the police compound.

As for the Data Subject Access Request, I am most grateful that this is being addressed. If I had known a fee was, needed I would have paid that right away, but due to no one getting back to me about the ones that were put in, I did not know a fee was needed.

Regards

Simon Cordell

From: Wood, Peter [mailto:Peter.Wood@canopius.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 hove 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
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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 discloser so this mater 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 liying about having no tools in my van the insurance policy was kept in place, I did ask Kelly Tiller on more then 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

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@canopius.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 Canopius 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 seizers 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 then 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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Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:24
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: Re: Simon Cordell

Attachments: S Cordell 020215.pdf; MT Underwriting_FW_ MR SIMON CORDELL - CX52 JRZ.pdf; RE_ MT3574694 Simon Cordell_KGM.pdf
Part 1 of 3 email.

please see attached the way in which Simon has been treated by police and the lies one police office said to his insurance KGM this is due to be at Kingston upon thames crown court on the 05/03/2013

and this is the information KGM has sent. i do have all the emails from KGM that has gone back and forward since Simon was pulled by police on the 14/11/2013

i have to send this in a few emails due to the size not sure if you are getting them

Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:26
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: RE: Re: Simon Cordell

Attachments: s cordell call from police 141113.wma
part 2 of 3 email

Audio file of police talking to KGM on the day Simon was pulled on the 14/11/2013 when the police lied to get Simon insurance voided.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:24
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: Re: Simon Cordell

Part 1 of 3 email.

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Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:28
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: FW: Re: Simon Cordell

Attachments: 26_11_2013_13_53__KellyTiller kelly call to compound.wav

Part 3 of 3

Audio file from KGM of when Simon went to police compound to prove in fact there was not tools in his van so his insurance would not be stopped.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:26
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: RE: Re: Simon Cordell

part 2 of 3 email

Audio file of police talking to KGM on the day Simon was pulled on the 14/11/2013 when the police lied to get Simon insurance voided.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:24
To: 'josephinewardsolicitor@gmail.com'
Cc: 'm.mckee@michaelcarrollandco.com'
Subject: Re: Simon Cordell

Part 1 of 3 email.

please see attached the way in which Simon has been treated by police and the lies one police office said to his insurance KGM this is due to be at Kingston upon thames crown court on the 05/03/2013

and this is the information KGM has sent. i do have all the emails from KGM that has gone back and forward since Simon was pulled by police on the 14/11/2013

i have to send this in a few emails due to the size not sure if you are getting them

Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 15:41
To: 'London.magistratessouth@cps.gsi.gov.uk'
Cc: 'listing@kingstonuponthames.crowncourt.gsi.gov.uk'; 'swglondonmc@hmcts.gsi.gov.uk'
Subject: RE: Re: Simon Cordell

Attachments: s cordell call from police 141113.wma
Dear Debbie Barnett CPS: and Sheila from the Listing Office at the crown court.

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Part 1 of 3 email

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Could all attached documents be attached to the case files please.

Regards

Lorraine Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 February 2015 12:57
To: 'London.magistratessouth@cps.gsi.gov.uk'
Cc: 'swglondonmc@hmcts.gsi.gov.uk'
Subject: Re: Simon Cordell

Dear Debbie Barnett

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The issues are one of not being insured. When in fact he was.

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Regards

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 16:40
To: 'listing@kingstonuponthames.crowncourt.gsi.gov.uk'
Cc: 'London.magistratessouth@cps.gsi.gov.uk'; 'swglondonmc@hmcts.gsi.gov.uk'
Subject: RE: Re: Simon Cordell

Attachments: Si-Appeal-Case-Audio_KGM.rar
Dear Debbie Barnett CPS: and Sheila from the Listing Office at the crown court.

Not sure if this will work but i have put the audio into a rar format to see if it will send.

But can you please read the below emails as this explains what has gone on.

Regards

Lorraine Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 February 2015 16:27
To: 'listing@kingstonuponthames.crowncourt.gsi.gov.uk'
Cc: 'London.magistratessouth@cps.gsi.gov.uk'; 'swglondonmc@hmcts.gsi.gov.uk'
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Lorraine Cordell

From: Kingston Crown, Listing [Listing@kingstonuponthames.crowncourt.gsi.gov.uk]
Sent: 06 February 2015 16:59
To: 'Lorraine Cordell'
Subject: RE: Re: Simon Cordell

Attachments: DOC008.PDF
Dear Lorraine

Please find enclosed letter that would have been sent via recorded delivery on 02.02.15.

Regards

Karen Mitchell

Listing Team

Kingston upon Thames Crown Court

(T) 020 8240 2500

(Goldfax) 0870 324 0157

listing@kingstonuponthames.crowncourt.gsi.gov.uk

"I am not authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means".

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Sent: 06 February 2015 16:27
To: Kingston Crown, Listing
Cc: London.magistratessouth@cps.gsi.gov.uk; GL-SWESTERNMCENQ
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This email was scanned by the Government Secure Intranet anti-virus service supplied by Vodafone in partnership with Symantec. (CCTM Certificate Number 2009/09/0052.) In case of problems, please call your organisations IT Helpdesk.
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Attachments: Appeal-Case-Driving-Tools-26-11-2014.pdf; S Cordell 020215.pdf; MT Underwriting_FW_ MR SIMON CORDELL - CX52 JRZ.pdf

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From: Josephine Ward [josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Peter.Wood@canopius.com; andrew.austin@canopius.com
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

(a) all recording equipment was working correctly

(b) KGM produced two recordings at the request of Ms Lorraine Cordell

(c) Confirmation that the recording of S Cordell call from police 141113 Recording was provided by KGM from their recorded calls and is authentic

(d) Confirmation that the recording between the Car Pound and Kelly Tiller was also provided from the KGM recorded calls and is authentic

If we are in possession of a section 9 statement producing the recordings then we will not have to apply to the court for a Third Party Summons to compel an employee from KGM to attend to produce the recordings. This would be a complete waste of your time when all we require is a section 9 attesting to the recordings being retrieved from the system and exhibited as two separate recordings.

If you require assistance with drafting a section 9 statement then we would be happy to draft it and email it over. We would require the name of the person who retrieved the recordings. the dates that the recordings were retrieved, the dates the recordings relate to, confirmation that the recordings were sent to Lorraine Cordell by email so that she can produce CD's of the recordings so that they can be played in court and specifically refer to the email containing the recordings so that there is continuity in the chain of evidence. Ideally we would like KGM to produce the CD's and exhibit them but failing this we will try to get the CPS to agree the CD's as produced from the email of Miss Cordell.

We stress that the section in relation to the search and retrieval of the KGM database is essential and critical to ensuring that the chain of evidence is intact.

We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 08 February 2015 19:46
To: 'Wood, Peter'
Subject: FW: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

We have had to have a meeting today with a solicitor re the appeal case for my son.

the reason for this is due to something about chain of evidence and submitting the tapes as exhibits to the court i think that was why the CPS and judge said to us last time we were in court we would need a section 9 witness statement.

please can you address the email from Josephine Ward from MICHAEL CARROLL & CO that has been sent to you i have forwarded it below.

This court appeal is a lot harder then i had ever dreamed.

Regards

Lorraine

From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Peter.Wood@canopius.com; andrew.austin@canopius.com
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sent to Lorraine Cordell by email so that she can produce CD's of the recordings so that they can be played in court and specifically refer to the email containing the recordings so that there is continuity in the chain of evidence. Ideally we would like KGM to produce the CD's and exhibit them but failing this we will try to get the CPS to agree the CD's as produced from the email of Miss Cordell. We stress that the section in relation to the search and retrieval of the KGM database is essential and critical to ensuring that the chain of evidence is intact.

We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 09 February 2015 11:27:38

This is a delivery receipt for the mail that you sent on 06 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "Re: Police Complaint".

Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 09 February 2015 11:30
To: Josephine Ward
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Attachments: Witness Statement 060215 S Cordell.docx

Dear Ms Ward,

I have drafted a section 9 statement as requested. Before I sign it off can you review it and confirm it satisfies all of your requirements please? As soon as you do so I will sign it off, scan a copy over to you and put the original in the post.

Let me know if you need anything else and of course if you need me to amend the attached in any way.

Lorraine/Andy – FYI.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

---

From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

(a) all recording equipment was working correctly
(b) KGM produced two recordings at the request of Ms Lorraine Cordell
(c) Confirmation that the recording of S Cordell call from police 141113 Recording was provided by KGM from their recorded calls and is authentic
(d) Confirmation that the recording between the Car Pound and Kelly Tiller was also provided from the KGM recorded calls and is authentic

If we are in possession of a section 9 statement producing the recordings then we will not have to apply to the court for a Third Party Summons to compel an employee from KGM to attend to produce

the recordings. This would be a complete waste of your time when all we require is a section 9 attesting to the recordings being retrieved from the system and exhibited as two separate recordings.

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Yours faithfully

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Canopius Services Limited | registered number 02733994
KGM Motor Insurance is a brand name for business written by Canopius Managing Agents Limited
Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 13:06
To: 'GL-BrentMCenq@hmcts.gsi.gov.uk'
Cc: 'London.magistratescentralwest@cps.gsi.gov.uk'; 'London.magistratessouth@cps.gsi.gov.uk'; 'london.magistratesnortheast@cps.gsi.gov.uk'; 'gl-bromleymcenq@hmcts.gsi.gov.uk'
Subject: RE: Simon Cordell

Attachments: S Cordell 020215.pdf; Found Guilty again 26-01-2015.pdf; S Cordell Cert._GE_ 2013-2014.pdf; image2014-05-20-184559.pdf

To whom it may concern:

I am writing this email due to the number of problems I have been having due to a policy of insurance I had with KGM insurance which did not show up on the MID database in the week it was fine as i carried my insurance documents with me at all times and the insurance company could be called, but the problems was when the insurance company was closed as the police could not contact them.

My mum Lorraine Cordell and I have sent many emails to the courts with my insurance documents, but there has been cases where I have not had a summons. So did not know about cases and they have been heard at court and I was found guilty of no insurance.

I have done statutory declarations at court including my insurance documents and this still has not corrected anything.

One of the statutory declarations was again heard at court on the 26/01/2015 which again I did not know about for Willesden Magistrates' Court. But I have sent so many emails to this court with all documents and asked for them to be checked with the police officer at court to show I was insured to drive. This has not been done I have just again been found guilty due to not getting letters of a court hearing date.

I have now also got a letter of Indemnity from KGM who I was insured with under policy number MT3574694. 00.01 AM on the 23/2/13 and was in force until Midnight on the 22/2/14 when it lapsed.
Most of the cases are with the KGM policy you will see the reason as to why in the Letter of Indemnity from KGM.

I also believe there was one case for Covea Insurance PLC policy number MT10 021608047 it was not showing on the MID due to the stop was the day after I took the policy out.

Please can any cases be set aside and reopened and looked into and any other cases that have been heard for no insurance under these policies of insurance be addressed.

You will in due cause be hearing from my solicitor, she is trying to address all the cases, but this is taking time. She has seen all the emails I have sent trying to address these issues and feels more should have been done as it would have only taken for the insurance policies to be checked and this would have stopped a waste of time and money for the courts, and myself at this time she wants to just appeal all cases to the crown court. which would again be a waste of money for the courts. and again of my time.

But this is having an effect on my life my driving licence has been revoked 3 times for no insurance, when in fact I have always had insurance to drive and would not drive if I did not have insurance.

Please see attached documents

Could you get back to me as soon as possible by way of email, as it does seem there is an issue with my post and not getting letters that was meant to be sent to me? I am taking this up with the royal mail.

Regards

Simon Cordell

DOB: 26/01/1981

From: GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 10 February 2015 13:09
To: Lorraine Cordell
Subject: RE: Simon Cordell

This is an automatically generated message acknowledging your recent E Mail to the Customer Service Team. Please note a full reply will only be sent if appropriate.

Please DO NOT re-submit your enquiry by E Mail, fax or letter as duplicates create unnecessary paperwork and delays.

CONTACT DETAILS FOR BROMLEY ADMINISTRATION CENTRE (for Bromley, Bexley and Greenwich Magistrates Courts) as follows:

Telephone: 020 8437 3500 or 020 8437 3585
Goldfax: 0870 324 0223
E Mail:

GL-BromleyMCSummons@hmcts.gsi.gov.uk (for ongoing summons case enquiries)
GL-BromleyMCEnq@hmcts.gsi.gov.uk (for all concluded case enquiries)

GL-BromleyMCList@hmcts.gsi.gov.uk (for ongoing charge case & Legal Aid enquiries)
SEGroupResultingEnquiries@hmcts.gsi.gov.uk (for Court result enquiries)

Other useful E Mail contacts:

GL-CAO.CORRESPOND@hmcts.gsi.gov.uk (for all fines enquiries)
Enquiries@bromley.countycourt.gsi.gov.uk (for Civil Proceeding enquiries)

Thank you,

Customer Service Team

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From: GL-BRENTMCENQ [gl-brentmcenq@hmcts.gsi.gov.uk]

Sent: 10 February 2015 13:10

To: Lorraine Cordell Subject: RE: Simon Cordell

Thank you for e-mailing the North West and West London Magistrates' Courts Administration Centre. Please be aware that it has been received and will be processed.

Polite Request: Please refrain from also sending your correspondence via post/DX or by fax as this risks the Court duplicating correspondence that has already been received.

Thank you for your co-operation.

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 15:33
To: 'Martin Jenkin'
Subject: RE: Simon Cordell Information

Attachments: S Cordell 020215.pdf; Witness Statement 060215 S Cordell.docx; REGINA V. SIMON CORDELL APPEAL AGAINST CONVICTION AT KINGSTON UPON THAMES CROWN COURT 080215.doc; Witness Statement 060215 S Cordell.docx Hi Martin

Just giving you an update Simon has called to try and speak to you today to make a late payment on his insurance as he was a day late. could you please make sure someone calls us to make the payment?

As for KGM they are now dealing and addressing the issues but it took me to start cc my emails to them to Lloyds.

He has been having it really hard due to all this insurance with KGM and the courts, and not being able to drive half the time this policy has been in place due to them keep revoking his driving licence, until the courts then sort it and put it back in place. They have again revoked his driving licence this is the 3 time. I have had to get a solicitor now to help with the cases of no insurance due to I seem to be getting nowhere. And also, to deal with the appeal case for the 14/11/2013. I do have the audio now from KGM that proves the police officer lied and some letters I will attach to this email just so you are updated.

I can't send the audio due to most places will not accept that file type. So, I have included the transcript that the solicitor done

Could you please also address doing your section 9 witness statement about the calls for the 14/11/2013 as the appeal case is due to be heard on the 05/03/2015.

Could you also please send over a copy of Simon no claims please?

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 07 January 2015 09:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Information

Good Morning Lorraine,

Apologies for the lack of contact, I have been in and out of the office.

Have you received any correspondence from KGM?

We spoke to them prior to Christmas regarding the issues and they have been looking into the situation and as far as I am aware, they were going to respond directly.

I look forward to hearing from you.

Regards

Martin Jenkin DDI 01843 598744
cid:image001.png@01CC9FAC.(

t: 01843 594477 f: 01843 594488

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 28 December 2014 23:59 To: martinjenkin@broadsuredirect.com Subject: Re: Simon Cordell Information

Hello Martin

Can you please get back to me with an update as I not heard anything from KGM about the email I sent over to you on the 30/11/2014 with the data that would be needed. I also have not heard anything from you about the section 9 witness statement. Please can you get back to me as soon as possible.

Regards

Lorraine


This email has been checked for viruses by Avast antivirus software.
www.avast.com

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 15:56
To: 'swglondonmc@hmcts.gsi.gov.uk'
Subject: Re: Simon Cordell 011401009802
To whom it may concern:

I am writing this email due to a case that took place on the 26/11/2014 where I was found guilty of no insurance, case ref: 011401009802
This case was appealed on the date I was found guilty and is due to be heard on the 05/03/2015 at Kingston Upon Thames Crown Court

I am requesting a copy of the transcript for the trail hearing from Wimbledon Magistrates' Court to aid my appeal at the crown court.

If there is a fee for this could you please reply and let me know the cost.

I am sorry for the delay in asking for this but would need it before the case of my appeal on the 05/03/2015.

Regards

Simon Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 16:31
To: 'dva.customerservices@doeni.gov.uk'
Subject: Re: Simon Cordell

To Whom It May Concern:

Ref: CORDE801261SP8LV

I am writing this email due many problems I have been having been having with my driving licence; I have made many phone calls asking for full information to try and clear this mess up and I am not really getting any joy.

My driving licence has been revoked 3 times due to mistakes at court no insurance.

The issue is with no insurance the time scale of this would cover the years 2013 to date.

I do need this information as soon as possible to any cases that are on my licence, and also that have been removed from my licence by the court within this time scale.

I am addressing these issues but there are cases I am not aware of which DVLA does hold. This is why I need this information so I can contact the courts that need to be contacted.

If there is a fee for this service please let me know by return email.

I do not have time to post letters and then have to wait which I am being told on the phone, this is having a huge effect on my life which maybe you can understand.

Please could this be addressed as a matter of urgency?

Regards

Simon Paul Cordell DOB: 26/01/1981

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38
To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Good Afternoon,

Please can I have your confirmation that the draft section 9 statement is acceptable asap? If I do not hear back by 11.30 tomorrow I will have to assume it is and sign it off and send out as I will be in meetings and on holday after that time.

Thanks

Pete Wood

From: Wood, Peter <Peter.Wood@canopius.com>
Date: 9 February 2015 11:29:00 GMT
To: Josephine Ward <josie@michaelcarrollandco.com>
Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Ms Ward,

I have drafted a section 9 statement as requested. Before I sign it off can you review it and confirm it satisfies all of your requirements please? As soon as you do so I will sign it off, scan a copy over to you and put the original in the post.

Let me know if you need anything else and of course if you need me to amend the attached in any way.

Lorraine/Andy – FYI.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood
I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.
Can you therefore please write a section 9 statement confirming that:
(a) all recording equipment was working correctly
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Yours faithfully
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Canopius Services Limited | registered number 02733994
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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
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To: 'swglondonmc@hmcts.gsi.gov.uk'
Subject: RE: Re: Simon Cordell 011401009802
To whom it may concern:

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I am requesting a copy of the transcript for the trail hearing from Wimbledon Magistrates' Court to aid my appeal at the crown court.

If there is a fee for this could you please reply and let me know the cost.

I am sorry for the delay in asking for this but would need it before the case of my appeal on the 05/03/2015.

It is also noted that the court has not removed this from my driving licence and this information is still be held by DVLA even through there is an appeal ongoing.

Regards

Simon Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 18:07
To: 'Wood, Peter'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Sorry for the late reply yes Josephine Ward has said this is fine and can be signed off. thank you for all the help in this matter.

I hope you have a great time on holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38
To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

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Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
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Lorraine/Andy – FYI.

Regards

Peter Wood
UK Specialty Operations Manager |

UK Specialty Division of Canopius Group
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D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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Yours faithfully

MICHAEL CARROLL & CO.

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 16:08
To: 'enquiries@woolwich.crowncourt.gsi.gov.uk'
Subject: Re: Simon Cordell T20130649
To whom it may concern:

I am writing this email re case number T20130649 Simon Paul Cordell DOB: 26/01/1981

I would like to get full transcripts of the whole case, could you please tell me how to address this in order to get this, and if there would need to be a fee paid how much this would cost.

Could you please get back to me regards this via email to this email address.

Regards

Simon Cordell

From: Woolwich Crn, Enquiries [enquiries@woolwich.crowncourt.gsi.gov.uk]
Sent: 10 February 2015 16:08
To: Lorraine Cordell
Subject: RE: Simon Cordell T20130649

Thank you for emailing Woolwich Crown Court. You have directed your e-mail to the Enquiries mailbox and we aim to deal with your enquiry and respond substantively within the next 5 working days. Please treat this as a "read receipt" and refrain from sending this enquiry into the court by Goldfax and hard copy this causes duplication of work for our admin team.

If your enquiry is urgent and is in relation to tomorrow's listing please telephone on 020 8312 5572

If you need to use Goldfax to contact the court please dial : 08703240153 which will automatically send your enquiry to enquiries@woolwich.crowncourt.gsi.gov.uk

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: Sandhu, Herminder [herminder.sandhu@hmcts.gsi.gov.uk] on behalf of Woolwich Crn, Enquiries [enquiries@woolwich.crowncourt.gsi.gov.uk]
Sent: 10 February 2015 16:44
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell T20130649

Dear Mr Cordell

Please could you provide us with further information as to why a full transcript is required. This application is then referred to the Judge to seek permission for any information to be disclosed.

The transcribers we use are Merrill Legal Solutions (Tel: 0207 404 1400). They will be able to help you with the cost which will have to be paid direct to them, but they will require the Judges permission before any transcipt is given.

Kind Regards

Herminder Sandhu
Woolwich Crown Court
2 Belmarsh Road
London
SE28 OEY

DX 117650
Woolwich 7

Tel: 0208 312 7000

enquiries@woolwich.crowncourt.gsi.gov.uk

I am not authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
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From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 11 February 2015 09:10
To: Lorraine Cordell
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Thanks Lorraine I can't wait, flying tomorrow and 3 weeks in Oz, Perth, outback and Sydney, family time should be great.

OK, I will sign the statement off this morning and e-mail and post it, I really hope its enough to get the matter quashed, good luck and no doubt we will communicate when I get back.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

---

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 18:07
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Sorry for the late reply yes Josephine Ward has said this is fine and can be signed off. thank you for all the help in this matter.

I hope you have a great time on holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38
To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Good Afternoon,

Please can I have your confirmation that the draft section 9 statement is acceptable asap? If I do not hear back by 11.30 tomorrow I will have to assume it is and sign it off and send out as I will be in meetings and on holday after that time.

Thanks

Pete Wood

From: Wood, Peter <Peter.Wood@canopius.com>

Date: 9 February 2015 11:29:00 GMT
To: Josephine Ward <josie@michaelcarrollandco.com>
Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Ms Ward,

I have drafted a section 9 statement as requested. Before I sign it off can you review it and confirm it satisfies all of your requirements please? As soon as you do so I will sign it off, scan a copy over to you and put the original in the post.

Let me know if you need anything else and of course if you need me to amend the attached in any way.

Lorraine/Andy – FYI.

Regards

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UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

(a) all recording equipment was working correctly
(b) KGM produced two recordings at the request of Ms Lorraine Cordell
(c) Confirmation that the recording of S Cordell call from police 141113 Recording was provided by KGM from their recorded calls and is authentic
(d) Confirmation that the recording between the Car Pound and Kelly Tiller was also provided from the KGM recorded calls and is authentic

If we are in possession of a section 9 statement producing the recordings then we will not have to apply to the court for a Third Party Summons to compel an employee from KGM to attend to produce the recordings. This would be a complete waste of your time when all we require is a section 9 attesting to the recordings being retrieved from the system and exhibited as two separate recordings.

If you require assistance with drafting a section 9 statement then we would be happy to draft it and email it over. We would require the name of the person who retrieved the recordings. the dates that the recordings were retrieved, the dates the recordings relate to, confirmation that the recordings were sent to Lorraine Cordell by email so that she can produce CD's of the recordings so that they can be played in court and specifically refer to the email containing the recordings so that there is continuity in the chain of evidence. Ideally we would like KGM to produce the CD's and exhibit them but failing this we will try to get the CPS to agree the CD's as produced from the email of Miss Cordell. We stress that the section in relation to the search and retrieval of the KGM database is essential and critical to ensuring that the chain of evidence is intact.

We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

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From: DVA - Customer Services [DVA.CustomerServices@doeni.gov.uk]
Sent: 11 February 2015 09:41
To: Lorraine Cordell
Subject: RE: Simon Cordell
Dear Sir,

Thank you for your email received 11 February.

Unfortunately you have contacted the ***DVA*** *in Northern Ireland* and we are unable to address the issue of your email.

You should contact ***DVLA*** *Swansea*, and it is they who deal with driver licensing issues in the GB mainland.

You can contact them via the below link:
https://www.gov.uk/contact-the-dvla

I hope you find this of help.

Kind regards
Linda O'Kane
DVA Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 16:31
To: DVA - Customer Services
Subject: Re: Simon Cordell

To Whom It May Concern:

Ref: CORDE801261SP8LV

I am writing this email due many problems I have been having been having with my driving licence; I have made many phone calls asking for full information to try and clear this mess up and I am not really getting any joy.

My driving licence has been revoked 3 times due to mistakes at court no insurance.

The issue is with no insurance the time scale of this would cover the years 2013 to date.

I do need this information as soon as possible to any cases that are on my licence, and also that have been removed from my licence by the court within this time scale.

I am addressing these issues but there are cases I am not aware of which DVLA does hold. This is why I need this information so I can contact the courts that need to be contacted.

If there is a fee for this service please let me know by return email.

I do not have time to post letters and then have to wait which I am being told on the phone, this is having a huge effect on my life which maybe you can understand.

Please could this be addressed as a matter of urgency?

Regards

Simon Paul Cordell DOB: 26/01/1981

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 11 February 2015 11:40
To: Lorraine Cordell; Josephine Ward (josie@michaelcarrollandco.com)
Cc: Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Attachments: S Cordell statement.pdf

Hello,

Please find attached signed statement as requested.

The original is in the post to the Burncroft Ave address.

If you need anything else please ask Andy in my absence.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 18:07
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Sorry for the late reply yes Josephine Ward has said this is fine and can be signed off. thank you for all the help in this matter.

I hope you have a great time on holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38
To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Good Afternoon,

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Thanks

Pete Wood

From: Wood, Peter <Peter.Wood@canopius.com>
Date: 9 February 2015 11:29:00 GMT
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Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
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Dear Ms Ward,

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Lorraine/Andy – FYI.

Regards

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From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

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From: JOSEPHINE WARD [josephinewardsolicitor@gmail.com]
Sent: 11 February 2015 11:54
To: Lorraine Cordell
Subject: Appeal against conviction at Kingston Upon Thames Crown Court
Lorraine

1. APPEAL AGAINST CONVICTION - NO INSURANCE

I need to draft a section 9 statement re transcribing the recordings onto CD. I need to draft a section 9 statement for you also so that you can exhibit them. I will also need to obtain a copy of the Legal Adviser's notes re what was recorded as part of PC Geoghan's evidence. I need to obtain copies of the officer's pocket book also.

Can you access your email from my office in terms of files as emails will have to be printed off? A bundle will have to be prepared for the CPS and the Crown Court.

What is your availability 16th or 17th February 2015. I am flying home the next two weekends. I am then on duty quite a lot and will have murder case papers served so I will be hectically busy.

2. APPEAL AGAINST CONVICTION / SET ASIDE CONVICTION FOR 26.01.2015

Again Lorraine it will take 1 -2 hours to go through this but I will need access to emails sent and received etc.

I await hearing from you.

Regards

Josephine

From: LondonVRRandcomplaints [LondonVRRandcomplaints@cps.gsi.gov.uk]
Sent: 11 February 2015 11:35
To: 'lorraine32@blueyonder.co.uk'
Subject: Your correspondence with the Crown Prosecution Service

Attachments: Letter to Mrs Lorraine Cordell.pdf
Dear Ms Cordell,

Please see the attached in regard to your recent correspondence with the Crown Prosecution Service.

Kind regards,

T. Pates
London VRR and Complaints
Crown Prosecution Service, London
5th Floor
Rose Court
2 Southwark Bridge
London
SE1 9HS
Tel: 0203 357 0000
Email: LondonVRRandComplaints@cps.gsi.gov.uk
Web: www.cps.gov.uk/London

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Activity and use of CPS Connect systems, the Government Secure Intranet, and the Criminal Justice Extranet is monitored to secure their effective operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.
****

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 11 February 2015 12:45
To: 'Wood, Peter'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi Peter

Thank you so much for all your help, and i hope you have a wonderful holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
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Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

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We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
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Sent: 11 February 2015 11:54
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Sent: 11 February 2015 14:39
To: 'JOSEPHINE WARD'
Subject: RE: Appeal against conviction at Kingston Upon Thames Crown Court

Attachments: enquiries@ipcc.gsi.gov.pdf; S Cordell statement.pdf
Hi Josey

The dates of conviction was the 26/11/2014 Wimbledon magistrates court.

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From: O'Sullivan Emma [Emma.O'Sullivan@cps.gsi.gov.uk]
Sent: 11 February 2015 15:24
To: CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk; CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; Southcju (CO16Mailbox-.SouthProsecutionCju@met.pnn.police.uk); CO16Mailbox-.NorthProsecutionCJU@met.pnn.police.uk
Cc: 'lorraine32@blueyonder.co.uk'
Subject: FW: Simon Cordell

Attachments: S Cordell 020215.pdf; Found Guilty again 26-01-2015.pdf; S Cordell Cert._GE_ 2013-2014.pdf; image2014-05-20-184559.pdf

Dear All,

Please could you kindly assist Lorraine Cordell on behalf of her son Simon Cordell. They believe that a number of summons have been issued against Simon for the offence of no insurance since 2013 due to an error made by the insurance company as per the attached letter. Unfortunately due to Simon not always receiving the summons/adjournment notice they are unsure how many cases have been issued against him and are trying to get them all reopened and listed before court to be heard together in light of the above. Please would you be able to check you database and confirm to the email address below the number of cases with reference number, court and conviction date.

I have also spoken to her on the phone and informed Lorraine that she will need to contact the court directly to make application to reopen/stat decs , which she can only do so once the information has been obtained.

The only matter the cps are currently aware of is for the case ref J63181495 which is listed for appeal at Kingston Crown Court 05/03/15.

If you are unable to advise her on summons that have been issued on her son, please could you kindly advise her where she could obtain the information.

Kind Regards,

Emma O'Sullivan
London Traffic Unit
Admin Line Manager
02033571604

Rose Court,
4th Floor
2 Southwark Bridge,
London,
SE1 9HS,
DX 154263 Southwark 12.

From: London trafficteam
Sent: 10 February 2015 14:41
To: O'Sullivan Emma
Subject: FW: Simon Cordell

From: London magistratescentralwest
Sent: 10 February 2015 13:25
To: London trafficteam
Subject: FW: Simon Cordell

FYI

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 13:06
To: GL-BrentMCenq@hmcts.gsi.gov.uk
Cc: London magistratescentralwest; London magistratessouth; London magistratesnortheast; gl-bromleymcenq@hmcts.gsi.gov.uk
Subject: RE: Simon Cordell

To whom it may concern:

I am writing this email due to the number of problems I have been having due to a policy of insurance I had with KGM insurance which did not show up on the MID database in the week it was fine as i carried my insurance documents with me at all times and the insurance company could be called, but the problems was when the insurance company was closed as the police could not contact them.

My mum Lorraine Cordell and I have sent many emails to the courts with my insurance documents, but there has been cases where I have not had a summons. So did not know about cases and they have been heard at court and I was found guilty of no insurance.

I have done statutory declarations at court including my insurance documents and this still has not corrected anything.

One of the statutory declarations was again heard at court on the 26/01/2015 which again I did not know about for Willesden Magistrates' Court. But I have sent so many emails to this court with all documents and asked for them to be checked with the police officer at court to show I was insured to drive. This has not been done I have just again been found guilty due to not getting letters of a court hearing date.

I have now also got a letter of Indemnity from KGM who I was insured with under policy number MT3574694. 00.01 AM on the 23/2/13 and was in force until Midnight on the 22/2/14 when it lapsed.
Most of the cases are with the KGM policy you will see the reason as to why in the Letter of Indemnity from KGM.

I also believe there was one case for Covea Insurance PLC policy number MT10 021608047 it was not showing on the MID due to the stop was the day after I took the policy out.

Please can any cases be set aside and reopened and looked into and any other cases that have been heard for no insurance under these policies of insurance be addressed.

You will in due cause be hearing from my solicitor, she is trying to address all the cases, but this is taking time. She has seen all the emails I have sent trying to address these issues and feels more should have been done as it would have only taken for the insurance policies to be checked and this would have stopped a waste of time and money for the courts, and myself at this time she wants to just appeal all cases to the crown court. which would again be a waste of money for the courts. and again of my time.

But this is having an effect on my life my driving licence has been revoked 3 times for no insurance, when in fact I have always had insurance to drive and would not drive if I did not have insurance.

Please see attached documents

Could you get back to me as soon as possible by way of email, as it does seem there is an issue with my post and not getting letters that was meant to be sent to me? I am taking this up with the royal mail.

Regards

Simon Cordell

DOB: 26/01/1981

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For more information please visit http://www.symanteccloud.com

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Activity and use of CPS Connect systems, the Government Secure Intranet, and the
Criminal Justice Extranet is monitored to secure their effective operation and for
other lawful business purposes. Communications using these systems will also be
monitored and may be recorded to secure effective operation and for other
lawful business purposes.
****

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Josephine

From: LondonVRRandcomplaints [LondonVRRandcomplaints@cps.gsi.gov.uk]
Sent: 11 February 2015 16:36
To: 'lorraine32@blueyonder.co.uk'
Subject: Your correspondence with the Crown Prosecution Service

Attachments: Letter to Mr Simon Cordell.pdf
Dear Ms Cordell,

Please see the attached in regard to your recent correspondence with the Crown Prosecution Service.

Kind regards,

T. Pates
London VRR and Complaints
Crown Prosecution Service, London
5th Floor
Rose Court
2 Southwark Bridge
London
SE1 9HS
Tel: 0203 357 0000
Email: LondonVRRandComplaints@cps.gsi.gov.uk
Web: www.cps.gov.uk/London

**********+
This e-mail is private and is intended only for the addressee and any copy recipients. If you are not an intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy.

Activity and use of CPS Connect systems, the Government Secure Intranet, and the Criminal Justice Extranet is monitored to secure their effective operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.
****

Lorraine Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 12 February 2015 12:08
To: 'revs@enfield.gov.uk'
Subject: RE: Housing Benefit/Council Tax Support Team: 1623514

Attachments: revs@enfield.gov.pdf



revs@enfield.gov.
pdf (21 KB)

To whom it my Concern:

Complaint

I am writing this email about the re the below email and also the attached file.

I have been on incapacity/income support for many years now on the highest rate due to illness.

In April 2013 council tax changed there rules and a 19.5% needed to be paid unless exempt from this change.

As you will be aware the DWP has been in the process of changing everyone that was getting the old benefit incapacity benefit to the new benefit ESA, this should have all been completed by now, but due to things going wrong there is still people on incapacity that have not been moved over yet to the new Benefit ESA.

I am one of these people, but once they move me over I will be in the support group of ESA.

I have called the DWP many times and they cannot give me a timeline of the change over.

Under the new rules I would be exempt from the 19.5% council tax, it is not my fault the DWP are not working fast enough to move people over the new benefits.

I would like to know the full policy for this and has this been taken into account when working out the new policies.

Surely if my benefits are still under the old policy i should still be exempt.

Regards

Simon Cordell

-----Original Message-----
From: revs@enfield.gov.uk [mailto:revs@enfield.gov.uk]
Sent: 12 February 2015 10:44
To: lorraine32@blueyonder.co.uk
Subject: Council Tax Account <55508596> Protect - Private and Confidential

Dear Mr Cordell

Council Tax Account: 55508596

Property address: 109 Burncroft Avenue, Enfield, EN3 7JQ

Thank you for your email sent 10th February 2015.

As requested the Housing Benefit/Council Tax Support Team have reviewed your Council Tax Support and have confirmed that your claim has been assessed correctly.

This means that you are liable to pay the 19.5% shortfall based on your

financial/personal circumstances.

For further information on how your Housing Benefit & Council Tax Support has been worked out please contact them direct on 0208-379-3798, quoting the claim reference number: 1623514.

Please Note: The outstanding council tax for the above address has been passed to Equita Enforcement Agency and I must advise you to contact them immediately regarding payment.

Yours sincerely

Mr Dunwell
Council Tax Officer

For Council Tax Discounts and Exemptions, Setting up a Direct Debit, Reporting Changes, go to www.enfield.gov.uk/counciltaxonline or visit the My Enfield page to register for an Account, giving you access to information and services 24 hours per day. Or pay online Customer Council Tax tel: (+44) 020 8379 1000.
Local Council Tax Consultation for 2015/16 is now open to 28/11/2014. The proposals and questionnaire can be viewed via this link www.enfield.gov.uk/ctaxconsultation

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This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

Tracking:	**Recipient**	**Read**
	'revs@enfield.gov.uk'	Read: 12/02/2015 12:33

From: Lorraine Cordell "Micheal McKee"
To: Re: Simon Cordell 12 February 2015 18:39:00
Subject:
Date:

Hi Michael

Can you send me an update on today's meeting please? Regards

Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 13 February 2015 14:06:00

This is a delivery receipt for the mail that you sent on 13 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: Re: Simon Cordell".

Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 13 February 2015 15:12:00

This is a delivery receipt for the mail that you sent on 13 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell".

Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 13 February 2015 16:10:51

This is a delivery receipt for the mail that you sent on 13 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "Re: Simon Cordell Meeting-13-02-2015".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From:	Micheal McKee
To:	"JOSEPHINE WARD": Lorraine Cordell
Subject:	Re: Simon Cordell Meeting-13-02-2015
Date:	13 February 2015 17:21:29

We require the following from Simon:

1. Details re PNC - you have provided this.
2. Medical Records- we are chasing this up with his GP.
3. Details of prospective witnesses (including contact numbers)- this has not been provided. In particular, he has mentioned that "Kate" can verify he was not at the progress way rave on the 6th.
4. Details re his contract for cannabis day- this has not been provided
5. Evidence of 2 x charitable events he has used his sound system for already, and evidence of one that he is going to use it for.
6. His hire terms and conditions.
7. Evidence of his bank statement which he has said will show he purchased Pizza for persons at a squat.

We are going to chase up the following:

A letter from Every Decibel Matters Ltd saying that Simon is not an employee/director nor has he any controlling stake in the company.

Tyrone's medical records.

Simon's medical records.

Details from public order unit re "raves".

Note that we have to serve Simon's witness statement next Friday and time is short. We need (especially) witness contact details as we will need to arrange for statements to be taken.

On 13 February 2015 at 15:58 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Josey and Michael

Could you please send over the notes from yesterday meeting pis.

Also, a list of what needs to be done.

Simon is still dealing with some things and also i have been.

The PNC records have been dealt with and emails have been sent. We just now need to wait for Flo to deal with the email

I sent over an email with what information needs to be asked for from the public order unit at Scotland Yard, from Val Tanner and DS Chapman or maybe a manager in the unit but i

dont have any other names from this unit but the 2 I have given.

Simon will be sending over a list of things later today or in the morning.

Regards

Lorraine

From: Micheal McKee
To: Lorraine Cordell; re wired@vmail.com:
Subject: Ward, Josephine
Re: Simon Cordell Meeting-13-02-2015
Date: 19 February 2015 09:28:03

Dear Simon,
We have not had any response to the requests below. We are booking an appointment to take your statement on Saturday 21st February 2015 at 10.30am at our offices in Tottenham to take your statement of evidence.
Kind regards,
Micheal McKee

On 13 February 2015 at 17:21 Micheal McKee <m.mckee@michaelcarrollandco.com> wrote:

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Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 11:05
To: 'GL-BrentMCenq@hmcts.gsi.gov.uk'
Cc: 'CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk'; 'CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk'; 'Southcju (CO16Mailbox-.SouthProsecutionCju@met.pnn.police.uk)'; 'CO16Mailbox-.NorthProsecutionCJU@met.pnn.police.uk'; 'London.magistratescentralwest@cps.gsi.gov.uk'
Subject: RE: Simon Cordell 011403134612

Attachments: Found Guilty again 26-01-2015.pdf; S Cordell 020215.pdf; S Cordell Cert._GE_ 2013-2014.pdf; RE_ urgent Simon CORDELL 011401596899-01.pdf; RE_ urgent Simon CORDELL 011401596899-02.pdf; RE_ urgent Simon CORDELL 011401596899-03.pdf; RE_ urgent Simon CORDELL 011401596899-04.pdf; Lorraine Cordell_RE_ Simon Cordell.pdf; Appeal-Notice-Signed.pdf

To Whom It May Concern:

Complaint

I am writing this email again due to a case being heard at court and me being found guilty. On the 26/01/2015 Case number: 011403134612, I believe the old case number was 011401596899.

I have emailed the court many times due to this case I and in my emails attached my insurance documents.

I Have done a statutory declaration which I included my insurance documents.

I know my file must have had my insurance document within there as it was included in many emails to the court and asked for my emails and documents to be put on my file.

I had no letters from the court to say a date of a hearing of the 26/01/2015, I have asked in emails that have been sent for any dates to be also copied over to me by email, as there does seem to be an issue with my post.

My mum Lorraine Cordell and I have asked in many emails and phone calls to the court for the police officer who checks documents to get him to check my documents which will confirm I am insured.

None of this has been done and again I have been found guilty at court for no insurance when I was insured to drive.

I am making this request to have my case listed in order that I can do the following;-

1. Application to set aside the conviction
2. Re-open the case

My name: Mr Simon Paul Cordell
DOB: 26/01/1981.
Address: 109 Burncroft Av
Enfield
Middlesex
EN3 7JQ

I am including in this email

1. Letter of Indemnity from KGM.
2. Policy of insurance form KGM.
3. List of emails sent to Court.
4. Email dates Tue 10/02/2015 13:06 which i have not had a reply to as yet.
5. Appeal Form

Could you please get back to me today by return email to lorraine32@blueyonder.co.uk as I would like to know what can be done about this case?

I have 21 days to appeal to the crown court and this date is running out very fast so I am also including the form so I do not run out of time to appeal to the Crown Court as I feel I will run out of time in this matter. But feel it would be a waste of time and money for the court and me to address it this way and take it to appeal at the crown court.

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Regards

Simon Cordell

From: GL-BRENTMCENQ [gl-brentmcenq@hmcts.gsi.gov.uk]
Sent: 13 February 2015 11:06
To: Lorraine Cordell
Subject: RE: Simon Cordell 011403134612
Thank you for e-mailing the North West and West London Magistrates' Courts Administration Centre. Please be aware that it has been received and will be processed.

Polite Request: Please refrain from also sending your correspondence via post/DX or by fax as this risks the Court duplicating correspondence that has already been received.

Thank you for your co-operation.

This e-mail (and any attachment) is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail.

Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail.

This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: Sharon.Burns@met.pnn.police.uk on behalf of CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk
Sent: 13 February 2015 12:41
To: lorraine32@blueyonder.co.uk
Subject: RE: Simon Cordell 011403134612

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 11:05
To: GL-BrentMCenq@hmcts.gsi.gov.uk
Cc: CO16 Mailbox - North Prosecution FPN; CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; CO16 Mailbox - South Prosecution CJU; CO16 Mailbox - North Prosecution CJU; London.magistratescentralwest@cps.gsi.gov.uk
Subject: RE: Simon Cordell 011403134612

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Simon Cordell

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Twitter: @metpoliceuk

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 12:51
To: 'Sharon.Burns@met.pnn.police.uk'
Subject: RE: Simon Cordell 011403134612
Dear Sharon Burns

You sent the below email to me but it did not have anything written within it. it is regarding the email I sent below was this just to confirm you had got the email?

Regards

Simon Cordell

From: Sharon.Burns@met.pnn.police.uk [mailto:Sharon.Burns@met.pnn.police.uk] **On Behalf Of** CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk
Sent: 13 February 2015 12:41
To: lorraine32@blueyonder.co.uk
Subject: RE: Simon Cordell 011403134612

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 11:05
To: GL-BrentMCenq@hmcts.gsi.gov.uk
Cc: CO16 Mailbox - North Prosecution FPN; CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; CO16 Mailbox - South Prosecution CJU; CO16 Mailbox - North Prosecution CJU; London.magistratescentralwest@cps.gsi.gov.uk
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DOB: 26/01/1981.
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accepts no responsibility for unauthorised agreements reached with other employees or agents. The security of this email and any attachments cannot be guaranteed. Email messages are routinely scanned but malicious software infection and corruption of content can still occur during transmission over the Internet. Any views or opinions expressed in this communication are solely those of the author and do not necessarily represent those of the Metropolitan Police Service (MPS).

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Sent: 13 February 2015 12:52
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Subject: RE: Simon Cordell 011403134612

Simon,

Can you supply a telephone number for you to be contacted on or ring 020 7230 1695 after 14.00 and before 15.30 please.

Regards,

Sharon Burns
Manager FPNs North
Witness Care and Prosecutions Services
Metropolitan Police

Phone: 020 7230 1695 Fax: 020 7230 7497 E-mail: Sharon.Burns@met.pnn.police.uk

MetSec Code: Restricted/Not Protectively Marked

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Twitter: @metpoliceuk

From: GL-HCORNERMCENQ [gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 13 February 2015 13:50
To: Lorraine Cordell
Subject: RE: Simon Cordell
Thank you for your e-mail. Please be aware that it has been received and will be processed. Polite Request: Please refrain from also sending your correspondence via post/DX or by Fax as this risks the Court duplicating correspondence that has already been received. Thank you for your co-operation.

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 13:52
To: 'CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk'
Subject: RE: Simon Cordell 011403134612

Dear Sharon Burns

Could you please call my mum Lorraine Cordell on 0208 245 7454 as she knows everything about this matter also and has been helping me with the emails.

Regards

From: Sharon.Burns@met.pnn.police.uk [mailto:Sharon.Burns@met.pnn.police.uk] **On Behalf Of** CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk
Sent: 13 February 2015 12:52
To: lorraine32@blueyonder.co.uk
Subject: RE: Simon Cordell 011403134612

Simon,

Can you supply a telephone number for you to be contacted on or ring 020 7230 1695 after 14.00 and before 15.30 please.

Regards,

Sharon Burns
Manager FPNs North
Witness Care and Prosecutions Services
Metropolitan Police

☎ Phone: 020 7230 1695 Fax: 020 7230 7497 E-mail: Sharon.Burns@met.pnn.police.uk

MetSec Code: Restricted/Not Protectively Marked

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 11:05
To: GL-BrentMCenq@hmcts.gsi.gov.uk
Cc: CO16 Mailbox - North Prosecution FPN; CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; CO16 Mailbox - South Prosecution CJU; CO16 Mailbox - North Prosecution CJU; London.magistratescentralwest@cps.gsi.gov.uk
Subject: RE: Simon Cordell 011403134612

To Whom It May Concern:

Complaint

I am writing this email again due to a case being heard at court and me being found guilty. On the 26/01/2015 Case number: 011403134612, I believe the old case number was 011401596899.

I have emailed the court many times due to this case I and in my emails attached my insurance documents.

I Have done a statutory declaration which I included my insurance documents.

I know my file must have had my insurance document within there as it was included in many emails to the court and asked for my emails and documents to be put on my file.

I had no letters from the court to say a date of a hearing of the 26/01/2015, I have asked in emails that have been sent for any dates to be also copied over to me by email, as there does seem to be an issue with my post.

My mum Lorraine Cordell and I have asked in many emails and phone calls to the court for the police officer who checks documents to get him to check my documents which will confirm I am insured.

None of this has been done and again I have been found guilty at court for no insurance when I was insured to drive.

I am making this request to have my case listed in order that I can do the following;-

1. Application to set aside the conviction
2. Re-open the case

My name: Mr Simon Paul Cordell
DOB: 26/01/1981.
Address: 109 Burncroft Av
Enfield
Middlesex
EN3 7JQ

I am including in this email

1. Letter of Indemnity from KGM.
2. Policy of insurance form KGM.
3. List of emails sent to Court.
4. Email dates Tue 10/02/2015 13:06 which i have not had a reply to as yet.
5. Appeal Form

Could you please get back to me today by return email to lorraine32@blueyonder.co.uk as I would like to know what can be done about this case?

I have 21 days to appeal to the crown court and this date is running out very fast so I am also including the form so I do not run out of time to appeal to the Crown Court as I feel I will run out of time in this matter. But feel it would be a waste of time and money for the court and me to address it this way and take it to appeal at the crown court.

I am not sure what CPS dealt with this case and I do now that the appeal form needs to be addressed to them also, so I have included all that I know off. If I have not included the right Email for the CPS who dealt with this case can it be forwarded to them. Or could you please get back to me by email at lorraine32@blueyonder.co.uk and let me know the correct email address this needs to be sent to.

Regards

Simon Cordell

Total Policing is the Met's commitment to be on the streets and in your communities to catch offenders, prevent crime and support victims. We are here for London, working with you to make our capital safer.

Consider our environment - please do not print this email unless absolutely necessary.

NOTICE - This email and any attachments may be confidential, subject to copyright and/or legal privilege and are intended solely for the use of the intended recipient. If you have received this email in error, please notify the sender and delete it from your system. To avoid incurring legal liabilities, you must not distribute or copy the information in this email without the permission of the sender. MPS communication systems are monitored to the extent permitted by law. Consequently, any email and/or attachments may be read by monitoring staff. Only specified personnel are authorised to conclude any binding agreement on behalf of the MPS by email. The MPS accepts no responsibility for unauthorised agreements reached with other employees or agents. The security of this email and any attachments cannot be guaranteed. Email messages are routinely scanned but malicious software infection and corruption of content can still occur during transmission over the Internet. Any views or opinions expressed in this communication are solely those of the author and do not necessarily represent those of the Metropolitan Police Service (MPS).

Find us at:

Facebook: Facebook.com/metpoliceuk

Twitter: @metpoliceuk

From Lorraine
To Cordell
Subject:
RE: Simon Cordell Meeting-13-02-2015
Date: 19 February 2015 12:40:00

Hi Michael

I got Simon's things from yesterday it took him ages to go over all the statements I just going over them now and cleaning them up.

He have a list but he still trying to get hold of some people like Chris and some others if he can't get hold of them today he just going to send the list over later to the ones he knows will attend.

We are maybe also going to call some of the officers from the Public order unit from Scotland Yard.

Have you written the letter yet for Scotland Yard if so, can you send me a copy of what has been written, as i think they will try and mess around with just the dates I think they will maybe want the names of the events as that is what they go by, I think?

I will send over by the end of the day if I can get them all cleared up the statements with all of Simon Comments to them that should make his statement of evidence a lot easier as you should by then have an idea of what he is saying for each day by the statement of the police he has gone over.

Regards

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 19 February 2015 09:28
To: Lorraine Cordell; re_wired@ymail.com; Ward, Josephine
Subject: Re: Simon Cordell Meeting-13-02-2015

Dear Simon,

We have not had any response to the requests below. We are booking an appointment to take your statement on Saturday 21st February 2015 at 10.30am at our offices in Tottenham to take your statement of evidence.

Kind regards,

Micheal McKee

On 13 February 2015 at 17:21 Micheal McKee <
m.mckee@michaelcarrollandco.com > wrote:

We require the following from Simon:

1. Details re PNC - you have provided this.

2. Medical Records- we are chasing this up with his GP.
3. Details of prospective witnesses (including contact numbers)- this has not been provided. In particular, he has mentioned that "Kate" can verify he was not at the

progress way rave on the 6th.

4. Details re his contract for cannabis day- this has not been provided

5. Evidence of 2 x charitable events he has used his sound system for already, and evidence of one that he is going to use it for.

6. His hire terms and conditions.

7. Evidence of his bank statement which he has said will show he purchased Pizza for persons at a squat.

We are going to chase up the following:

A letter from Every Decibel Matters Ltd saying that Simon is not an employee/director nor has he any controlling stake in the company.

Tyrone;s medical records.

Simon's medical records.

Details from public order unit re "raves".
Note that we have to serve Simon's witness statement next friday and time is short. We need (especially) witness contact details as we will need to arrange for statements to be taken.

On 13 February 2015 at 15:58 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Josey and Michael

Could you please send over the notes from yesterday meeting pis.

Also a list of what needs to be done.

Simon is still dealing with some things and also i have been.
The PNC records have been dealt with and emails have been sent. We just now need to wait for Flo to deal with the email

I sent over an email with what information needs to be asked for from the public order unit at Scotland Yard, from Val Tanner and DS Chapman or maybe a manager in the unit but i dont have any other names from this unit but the 2 I have given.

Simon will be sending over a list of things later today or in the morning.

Regards

Lorraine

From: Lorraine
To: Cordell
Subject: RE: Simon Cordell Hire Agreement 19 February 2015
Date: 14:11:00
Attachment Hire agreement.doc

Hi Michael

This is the Hire Agreement he used but this is being updated on the website at http://toosmooth.co.uk/terms-conditions/ the website version is not live yet for people to see it if they do not have the direct link which I have included here for you to see.

Regards

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 19 February 2015 09:28
To: Lorraine Cordell; re_wired@ymail.com; Ward, Josephine **Subject:** Re: Simon Cordell Meeting-13-02-2015

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Simon will be sending over a list of things later today or in the morning.

Regards

Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 19 February 2015 16:31:58

This is a delivery receipt for the mail that you sent on 19 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Hire Agreement".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: Lorraine Cordell, Re: wired@ymail.com
Cc: Ward, Josephine"
Subject: RE: Simon Cordell Hire Agreement
Date: 2nd February 20I5 I8:08:56

Please can Simon confirm he will be in attendance tomorrow as arranged.
On 19 February 20I5 at I4:11 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
Hi Michael
This is the Hire Agreement he used but this is being updated on the website at http://toosmooth.co.uk/terms-conditions/ the website version is not live yet for people to see it if they do not have the direct link which I have included here for you to see.
Regards
Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 19 February 20I5 09:28
To: Lorraine Cordell; re_wired@ymail.com; Ward, Josephine
Subject: Re: Simon Cordell Meeting- I3-02-20I5
Dear Simon,
We have not had any response to the requests below. We are booking an appointment to take your statement on Saturday 21st February 20I5 at I0.30am at our offices in Tottenham to take your statement of evidence.
Kind regards,
Micheal McKee

On 13 February 20I5 at 17:21 Micheal McKee <m.mckee@michaelcarrollandco.com> wrote:
We require the following from Simon:
Details re PNC - you have provided this.
Medical Records- we are chasing this up with his GP.
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Simon will be sending over a list of things later today or in the morning.

Regards

Lorraine

From: Lorraine Cordell
To: "Micheal McKee'
Subject: RE: Simon Cordell Hire Agreement
Date: 20 February 2015 19:00:00
Hi Michael
Yes, he will be at the office at 10:30am Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 20 February 2015 18:09
To: Lorraine Cordell; re_wired@ymail.com
Cc: Ward, Josephine
Subject: RE: Simon Cordell Hire Agreement
Please can Simon confirm he will be in attendance tomorrow as arranged.

On 19 February 2015 at 14:11 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
Hi Michael
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Regards
Lorraine

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Simon will be sending over a list of things later today or in the morning.

Regards

From: Micheal McKee
To: Lorraine Cordell
Cc: Ward, Josephine
Subject: Re: FW: Simon Cordell Hire Agreement
Date: 21 February 2015 11:00:17

Yes Lorraine, a letter has been sent.
On 20 February 2015 at 19:02 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Michael
Yes he will be at the office at 10:30am
Can you also confirm if a letter has been sent to the Public Order Unit at Scotland Yard Please? Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 20 February 2015 19:01 To: 'Micheal McKee'
Subject: RE: Simon Cordell Hire Agreement

Hi Michael
Yes, he will be at the office at 10:30am Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 20 February 2015 18:09
To: Lorraine Cordell; re_wired@ymail.com
Cc: Ward, Josephine
Subject: RE: Simon Cordell Hire Agreement

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Sent: 19 February 2015 09:28

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Subject: Re: Simon Cordell Meeting-13-02-2015

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Kind regards,

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Simon will be sending over a list of things later today or in the morning.

Regards

Lorraine

From: Micheal McKee
To: Lorraine Cordell
Subject: Re: FW: Simon Cordell Hire Agreement
Date: 21 February 201512:04:01
Lorraine,
Simon says that he has his company "parked" and it is registered in his name, but it is not presently trading. Do you have any evidence of this that you can send to me?
Kind regards,
Micheal McKee

On 20 February 2015 at 19:02 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
Hi Michael
Yes, he will be at the office at 10:30am
Can you also confirm if a letter has been sent to the Public Order Unit at Scotland Yard Please? Lorraine

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Simon will be sending over a list of things later today or in the morning.
Regards
Lorraine

From: Micheal McKee
To: re wired@ymail.com
Cc: lorraine32@bluevonder.co.uk: Ward, Josephine
Subject: Simon Cordell Witness Statement
Date: 21 February 2015 15:39:43
Attachments: SIMONCORDELLWS.rtf

•SCORDELLEXHIBITLIST.docx
Please see attached witness statement and exhibit/disclosure/witness list. This witness statement needs to be served by 5pm Monday 23rd February 2015. We must have witness details and as many of the exhibits as possible by then.
Kind regards,
Micheal McKee

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 21 February 2015 16:08:57

This is a delivery receipt for the mail that you sent on 20 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Hire Agreement".

Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

From: Lorraine Cordell "Micheal McKee"
To: RE: Simon Cordell moses howe 23 February 2015 13:06:00 STATEMENT OF
Subject: WITNESS-moses-howe.doc
Date:
Attachments:

Hi Michael

please see attached Moses Howe statement

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 13:17:27

This is a delivery receipt for the mail that you sent on 23 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Moses Howe".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Lorraine Cordell
To: "Micheal McKee"
Subject: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 13:29:00
Attachments: DOC034.pdf

Original Message

From: GL-SWESTERNMCENQ [mailto:swglondonmc@hmcts.gsi.gov.uk]
Sent: 16 February 2015 09:57
To: 'lorraine32@blueyonder.co.uk'
Subject: Clerks Notes for Simon Cordell

With reference to your e-mail of the 10th February please find attached clerks notes from the trial on the 26th November as requested.
Miss J Lee
Administration Officer
Lavender Hill Magistrates' Court
176a Lavender Hill, London, SW11 1JU
Tel: 020 7805 1470

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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 13:32:11

This is a delivery receipt for the mail that you sent on 23 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: Clerks Notes for Simon Cordell".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: Lorraine Cordell
Subject: Re: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 13:34:06
I can see that on page 2 it states "no tools" in the car.
On 23 February 2015 at 13:29 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
>
>
>
>

Original Message
From: GL-SWESTERNMCENQ [mailto:swglondonmc@hmcts.gsi.gov.uk]
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From: Lorraine
To: Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 13:46:00

Dear Michael

Yes, it does, say that but I really don't know how you can read it the writing is horrible to understand lol

I am burning the copies of the CD's when Simon gets to the office can you please check them that they play I don't know what format the court uses.

I know Josey also needs these CDs also for the appeal on the 05/03/2015 at KINGSTON UPON THAMES CROWN COURT, should I wait to do the 2nd copy to make sure they play at the office I know they play in my computer CD,

Also, she will need some of the paper work Simon will be bringing with him to the office today.

Can you also let me know about the statement from Moses is that good enough I had to make the format up you made for Simon statement and send it to him so he knew how to write it. like the top section of the statement. if you understand that he is working so finding it very hard to get down here, but will attend court I just have to give him a few days' notice to which day he will be needed for.

I am also trying to get hold of the court to see about the letter for his PNC record to see if any work has been done on it.

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 13:34
To: Lorraine Cordell

Subject: Re: FW: Clerks Notes for Simon Cordell I can see that

on page 2 it states "no tools" in the car.

> On 23 February 2015 at 13:29 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
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From: Micheal
To: McKee
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 13:58:00

It would be ideal if we could have a letter from Every Decibel Matters Ltd confirming Simon Cordell is not an employee/shareholder/director or has any controlling interest in the company. Can this be arranged? It would have to be on company letterhead.

On 23 February 2015 at 13:46 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Dear Michael

Yes, it does, say that but I really don't know how you can read it the writing is horrible to understand lol

I am burning the copies of the CD's when Simon gets to the office can you please check them that they play I don't know what format the court uses.

I know Josey also needs these CDs also for the appeal on the 05/03/2015 at KINGSTON UPON THAMES CROWN COURT, should i wait to do the 2nd copy to make sure they play at the office i know they play in my computer CD,

Also, she will need some of the paper work Simon will be bringing with him to the office today.

Can you also let me know about the statement from Moses is that good enough I had to make the format up you made for Simon statement and send it to him so he knew how to write it.
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I am also trying to get hold of the court to see about the letter for his PNC record to see if any work has been done on it.

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com] **Sent:** 23 February 2015 13:34 **To:** Lorraine Cordell

Subject: Re: FW: Clerks Notes for Simon Cordell I can see that on page 2 it states "no tools" in the

car.

> On 23 February 2015 at 13:29 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
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Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 13:58:00

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Dear Michael

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Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com] **Sent:** 23 February 2015 13:34 **To:** Lorraine Cordell

Subject: Re: FW: Clerks Notes for Simon Cordell I can see that on page 2 it states "no tools" in the

car.

> On 23 February 2015 at 13:29 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
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> From: GL-SWESTERNMCENQ [mailto:swglondonmc@hmcts.gsi.gov.uk]
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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 13:58:16

This is a delivery receipt for the mail that you sent on 23 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: FW: Clerks Notes for Simon Cordell".
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From:	Lorraine
To:	Cordell
Subject:	RE: FW: Clerks Notes for Simon Cordell
Date:	23 February 2015 13:59:00

Moses said he sent the letter back to you the day he got it he called me to say he got the letter and said he would post back that day, I even talked on the phone to him yesterday and he told me he had posted it.

Regards

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 13:58 To:
Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

It would be ideal if we could have a letter from Every Decibel Matters Ltd confirming Simon Cordell is not an employee/shareholder/director or has any controlling interest in the company. Can this be arranged? It would have to be on company letterhead.

On 23 February 2015 at 13:46 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Dear Michael

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Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 13:34 **To:** Lorraine Cordell

Subject: Re: FW: Clerks Notes for Simon Cordell I can see that on

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From: Lorraine Cordell
To: "Micheal McKee'
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 14:02:00

I will see what I can do I ask him if he can email me a letter over what needs to be said can you write it and email me it and I will sort it from there via email,

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 201513:58
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

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From: Micheal McKee
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 14:02:44

If he can email the letter, he has written we can take it from there.
On 23 February 2015 at 14:02 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
I will see what I can do I ask him if he can email me a letter over what needs to be said can you write it and email me it and I will sort it from there via email,

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 13:58
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell
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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 14:03:36

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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 23 February 2015 14:03:36

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From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 14:05:00

Ok I will ask him but is his witness statement ok.
Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 14:03
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

If he can email the letter, he has written we can take it from there.
On 23 February 2015 at 14:02 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
I will see what I can do I ask him if he can email me a letter over what needs to be said can you write it and email me it and I will sort it from there via email,

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 13:58
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

It would be ideal if we could have a letter from Every Decibel Matters Ltd confirming Simon Cordell is not an employee/shareholder/director or has any controlling interest in the company. Can this be arranged? It would have to be on company letterhead.
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I am also trying to get hold of the court to see about the letter for his PNC record

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Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 13:34
To: Lorraine Cordell
Subject: Re: FW: Clerks Notes for Simon Cordell
I can see that on page 2 it states "no tools" in the car.
On 23 February 2015 at 13:29 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
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>
— Original Message
From: GL-SWESTERNMCENQ [mailto:swglondonmc@hmcts.gsi.gov.uk]
Sent: 16 February 2015 09:57
To: 'lorraine32@blueyonder.co.uk'
Subject: Clerks Notes for Simon Cordell
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With reference to your e-mail of the 10th February please find attached clerks note from the trial on the 26th November as requested.
>
>
Miss J Lee
Administration Officer
Lavender Hill Magistrates' Court
176a Lavender Hill, London, SW11 1JU
>
Tel: 020 7805 1470
Please note: As of June 2nd 2014, our fax will be GOLDFAX No: 0870 324 0299
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'I am not authorised to bind the Ministry of Justice contractually, nor to make representations or other statements which may bind the Ministry of Justice in any way via electronic means.
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Subject: Order Confirmation

From: sales@thecompanywarehouse.co.uk (sales@thecompanywarehouse.co.uk)

To: Re_wired@ymail.com;

Date: Monday, 23 February 2015, 14:12

Order Confirmation

Order ID: 140761

Thank you for placing your order with The Company Warehouse

Please note the order items coloured red below. This means we need more information from you before we can process your order. In order to provide us with the relevant information, please log in to My Company Warehouse

Item(s) ordered:

Too Smooth Ltd

Product	Qty.	Line Total	VAT	VAT Total ^
Online Company Formation	1	£5.99	£1.20	£7.19
Government Filing Fee	1	£13.00	£0.00	£13.00
Corporate Compliance Pack	1	£30.30	£6.06	£36.36

LOGIN NOW to take advantage of your FREE 'My Company Warehouse' control panel.

Membership Details:

User name: Re_wired@ymail.com

Password: B6MJ4DV5

We recommend that you change your password to something more memorable after your first login.

6 great reasons to login

- Print your invoices
- Order more products and services from The Company Warehouse
- Manage your order (including any products included as part as of a package)
- Download FREE software, products and support packs
- Raise support tickets
- Request FREE product consultancies

Thank you.

The Company Warehouse Team
T: 0845 880 2613 +44(0)1245 492 777 support@thecompanywarehouse.co.uk www.thecompanywarehouse.co.uk

Third Party Formations Limited T/A The Company Warehouse
Registered in England and Wales number: 3994971 | VAT Registration number:
830 8066 39

Attachments

- 1.txt (7.28 KB)
- Untitled2.gif (968 B)
- Untitled3.gif (l1.75 KB)
- Untitled4.png (5.11 KB)

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 14:18:48

This is a delivery receipt for the mail that you sent on 23 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: FW: Clerks Notes for Simon Cordell".
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From: Micheal McKee
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 14:21:09

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From: Lorraine Cordell
To: "Micheal McKee'
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 14:28:00

Hi Michael

Yes, he willing to attend court he just needs a few days' notice of the date for court that he will be needed for,

His phone number is on the statement 07432301770 but he is at work right now so maybe will not pick up.

I have emailed him about the letter and asked him to email me it.

Regards

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 14:21
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 14:36:21

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From: Lorraine Cordell
To: "Micheal McKee'
Subject: RE: Simon Cordell Moses Howe Letter
Date: 23 February 2015 14:44:00
Attachments: Moses-Letter.doc

Please see attached Moses Howe Letter is this ok

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 14:21
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

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> The original of this email was scanned for viruses by the Government Secure

From: Micheal McKee
To: Lorraine Cordell
Subject: RE: Simon Cordell Moses Howe Letter
Date: 23 February 2015 14:50:26
The letterhead needs to include the registered company address, and the company number as well as the names of the directors on it.
On 23 February 2015 at 14:44 Lorraine Cordell
:lorraine32@blueyonder.co.uk> wrote:
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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 15:24:33

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From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: Simon Cordell invoice
Date: 23 February 2015 19:09:00

Attachments: TSE12557923-20-06-2014.pdf
invoice

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 23 February 2015 19:27:16

This is a delivery receipt for the mail that you sent on 23 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell invoice".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: re wired@ymail.com
Cc: lorraine32@bluevonder.co.uk: Ward, Josephine
Subject: Simon Cordell Witness Statement
Date: 23 February 2015 19:39:24

Attachments: SIMONCORDELLWS.rtf

outstandingExhibits.docx
This is being submitted tomorrow. Please see the attached. We need a signed copy sent across to us that we can serve. We require the letters proving helping the homeless people tomorrow. We can submit doctor's proof at a later point.
Kind regards,
Micheal McKee

From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: Simon Cordell Witness Statement
Date: 24 February 2015 14:49:00

Hi Michael
I just spoke to Highbury Corner Magistrates' Court about the letter for Simon PNC and was told that they should have the info by the end of the week
Regards
Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 23 February 2015 19:39
To: re_wired@ymail.com
Cc: lorraine32@blueyonder.co.uk; Ward, Josephine
Subject: Simon Cordell Witness Statement

This is being submitted tomorrow. Please see the attached. We need a signed copy sent across to us that we can serve. We require the letters proving helping the homeless people tomorrow. We can submit doctor's proof at a later point.
Kind regards,
Micheal McKee

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 24 February 2015 15:12:08

This is a delivery receipt for the mail that you sent on 24 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Witness Statement".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: Lorraine Cordell
Cc: re wired@ymail.com
Subject: RE: Simon Cordell Witness Statement
Date: 24 February 2015 17:26:06

Any news re letters re homeless people?

> On 24 February 2015 at 14:49 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
>
> Hi Michael
>
> I just spoke to Highbury Corner Magistrates' Court about the letter for Simon PNC and was told that they should have the info by the end of the week
>
> Regards
>
> Lorraine
>
> **From:** Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
> **Sent:** 23 February 2015 19:39
> **To:** re_wired@ymail.com
> **Cc:** lorraine32@blueyonder.co.uk; Ward, Josephine
> **Subject:** Simon Cordell Witness Statement
>
> This is being submitted tomorrow. Please see the attached. We need a signed copy sent across to us that we can serve. We require the letters proving helping the homeless people tomorrow. We can submit doctor's proof at a later point.
>
> Kind regards,
>
> Micheal McKee

From: Lorraine Cordell
To: "Micheal McKee"
Cc: "re wired@ymail.com"
Subject: RE: Simon Cordell Statements
Date: 24 February 2015 21:06:00
Attachments: SIMONCORDELLWS-Signed.pdf
Witness Statement Jamie Duffy.pdf

Hi Michael

Please see attached statement from Simon and Jamie sorry it has taken so long I wanted Simon statement signed.
I am working on my statement now and will forward that to you by tomorrow at some stage, as my one will be a large statement.

We are also still trying to get hold of people and will address this within the next days

Regards

Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 25 February 2015 14:22:23

This is a delivery receipt for the mail that you sent on 24 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Statements".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From:	Micheal McKee
To:	Lorraine Cordell
Cc:	re wired@ymail.com
Subject:	RE: Simon Cordell Statements
Date:	25 February 2015 14:26:08

Dear Simon/Lorraine,
Do we have any letters proving that homeless people have been helped by Simon over the years?
Kind regards,
Micheal McKee

> On 24 February 2015 at 21:06 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
>
> Hi Michael
>
> Please see attached statement from Simon and Jamie sorry it has taken so long I wanted Simon statement signed.
> I am working on my statement now and will forward that to you by tomorrow at some stage, as my one will be a large statement.
>
> We are also still trying to get hold of people and will address this within the next days
>
> Regards
>
> Lorraine

From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: Simon Cordell Statements
Date: 25 February 2015 14:34:00

I do have some for Matt but don't think they will be any good as they are court letters and he has now been deported from the UK.
As you may be aware homeless people are hard to get hold off and Simon has not been able to get hold of many of them. due to not being allowed to go out and see where there staying due to the Asbo.

But I have known for years now he helps them I have also helped them, this is going back many years from when he was young. Jamie is homeless he had problems with his family so the only support he gets is from us or he would be on the street. this is how he was able to get a job because he had somewhere to stay.

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 25 February 2015 14:26
To: Lorraine Cordell
Cc: re_wired@ymail.com
Subject: RE: Simon Cordell Statements

Dear Simon/Lorraine,

Do we have any letters proving that homeless people have been helped by Simon over the years?

Kind regards,

Micheal McKee

On 24 February 2015 at 21:06 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

> Hi Michael
>
> Please see attached statement from Simon and Jamie sorry it has taken so long I wanted Simon statement signed.
> I am working on my statement now and will forward that to you by tomorrow at some stage, as my one will be a large statement.
>
> We are also still trying to get hold of people and will address this within the next days
>
> Regards
>
> Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 25 February 2015 14:37:56

This is a delivery receipt for the mail that you sent on 25 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Statements".

Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Micheal McKee
To: Lorraine Cordell
Cc: re_wired@ymail.com
Subject: RE: Simon Cordell Statements
Date: 25 February 2015 14:38:24

Lorraine/Simon - in a nutshell are we going to get the letters or are we not?

On 25 February 2015 at 14:34 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

I do have some for Matt but don't think they will be any good as they are court letters and he has now been deported from the UK.
As you may be aware homeless people are hard to get hold off and Simon has not been able to get hold of many of them. due to not being allowed to go out and see where there staying due to the Asbo.

But I have known for years now he helps them I have also helped them, this is going back many years from when he was young. Jamie is homeless he had problems with his family so the only support he gets is from us or he would be on the street. this is how he was able to get a job because he had somewhere to stay.

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 25 February 2015 14:26
To: Lorraine Cordell
Cc: re_wired@ymail.com
Subject: RE: Simon Cordell Statements

Dear Simon/Lorraine,

Do we have any letters proving that homeless people have been helped by Simon over the years?

Kind regards,

Micheal McKee

On 24 February 2015 at 21:06 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Michael

Please see attached statement from Simon and Jamie sorry it has taken so long i wanted Simon statement signed.
I am working on my statement now and will forward that to you by tomorrow at some stage, as my one will be a large statement.

We are also still trying to get hold of people and will address this within the next days

Regards

Lorraine

From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: Simon Cordell Statements
Date: 25 February 2015 16:54:00
Attachments: Amee-scot.pdf

Please see attached I am waiting for Jamie to come back here and I get him to write a letter also I was thinking they had to be statements

Regards

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 25 February 2015 14:38
To: Lorraine Cordell
Cc: re_wired@ymail.com
Subject: RE: Simon Cordell Statements

Lorraine/Simon - in a nutshell are we going to get the letters or are we not?

> On 25 February 2015 at 14:34 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
>
> I do have some for Matt but don't think they will be any good as they are court letters and he has now been deported from the UK.
> As you may be aware homeless people are hard to get hold off and Simon has not been able to get hold of many of them. due to not being allowed to go out and see where there staying due to the Asbo.
>
> But I have known for years now he helps them I have also helped them, this is going back many years from when he was young. Jamie is homeless he had problems with his family so the only support he gets is from us or he would be on the street. this is how he was able to get a job because he had somewhere to stay.

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 25 February 2015 14:26
To: Lorraine Cordell
Cc: re_wired@ymail.com
Subject: RE: Simon Cordell Statements

Dear Simon/Lorraine,

Do we have any letters proving that homeless people have been helped by Simon over the years?

Kind regards,

Micheal McKee

> On 24 February 2015 at 21:06 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Michael
Please see attached statement from Simon and Jamie sorry it has taken so long I wanted Simon statement signed.
I am working on my statement now and will forward that to you by tomorrow at some stage, as my one will be a la
statement.

We are also still trying to get hold of people and will address this within the next days
Regards
Lorraine

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 25 February 2015 17:08:21

This is a delivery receipt for the mail that you sent on 25 February 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell Statements".

Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

Subject:	Too Smooth Ltd
From:	Rachel Barnes (rachel.barnes@thecompanywarehouse.co.uk)
To:	Re_wired@ymail.com;
Date:	Thursday, 26 February 2015, 9:10

Hi Simon

As promised, below are my contact details and, as I mentioned on our call, we offer free business guidance and support. If you have any questions please do contact me.

I did explain the next few steps with regards, to legal documentation and protecting your brand name. If you considered to be acting on behalf of your company you are required to have the following document in place. This is required under the Companies Act 2006;

Directors service agreement

The second document I referred to was the **Directors Service Contract** which is required for all directors of trading companies, if you are considered to be acting on behalf of the limited company then a document that outlines the relationship between the director and the company will need to be kept at your registered office;

Section 228 Companies Act 2006:

"… (1)A company must keep available for inspection—

(a) a copy of every director's service contract with the company or with a subsidiary of the company…"

"… (5) If default is made in …an offence is committed by every officer of the company who is in default."

"…(6) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale…"

We provide this in an emendable contract so it will last you for every year of the company, for any director and for each company. This is emailed to you with a guide. Again this can be ordered through the following link or you can order this for the company by calling the number below.

http://www.thecompanywarehouse.co.uk/director-service-contract

I have provided the details on our trade mark report below, which will highlight any existing protection over your trading name. I also recommend, for any business, having a bespoke logo. This will help protect your brand moving forward, choosing a simple logo online which is shared by other businesses does not give you copyright over that image and therefore you can risk losing the right to your brand. Please have a look at our bespoke logo

package, whereby we design a unique logo from scratch and provide the chosen design in 7 file formats, which you will have copyright to that image. We can also design professional stationary around that chosen logo which can be sent electronically.

http://www.thecompanywarehouse.co.uk/corporate-identity-design

http://www.thecompanywarehouse.co.uk/logo-design

Trade Mark search £33.29+vat

An online search may identify existing registered Trade Marks which are the same or similar to your registered company name.

The Company Warehouse offers a quick service to complete a search of all UK registered Trade Marks to give you, not only reassurance and peace of mind, but a clear indication on which classes are available to you to protect in the future. Failure to complete a thorough search can result in a loss of government fee if an application is later declined.

Our service includes;

- A detailed search of the online Trade Mark database held at the UK Intellectual Property Office (patent office)
- Emailed results explaining pending or registered Trade Marks for the same or similar name to your business brand.
- It includes all UK trade marks but also international registered marks covering the UK.
- Guidance of the results found and areas of business they protect.
- Information regarding your options available to register and protect the name.

If you have any further question or would like us to complete the report please call me on the number below.

Non-profit Organisation

A private Company Limited by Guarantee does not have shareholders, but instead, its members act as ‘guarantors’ who agree to contribute a set amount of money on the winding up of the Company.

Generally speaking, because of this design the Company will not distribute its profits to its members as it would if it was a normal limited company with shareholders. This is why this sort of company is most commonly used to start a charity or for members clubs.

Private company Limited by Guarantee formation £149.99+vat

This will provide you with an electronic copy of the Certificate of Incorporation, Memorandum and Articles of Association. These will be available to downloaded from your member's area and will provide you with a company number. It will also include the the legal compliance documents that prove your ownership and right to act on behalf of your limited company, they include; register of directors, register of members, individual guarantor certificates, consent to act letters and the minutes of your first board meeting. These ensure you are compliant with The Companies Act 2006 and protect you against potential fines of up to £5000 and are required from day one.

The link below provides additional information on the type of company we will be registering;
http://www.thecompanywarehouse.co.uk/company-limited-by-guarantee-formation

I hope this has been of some interest, and I look forward to hearing your thoughts,

http://alternativeentertainment.co.uk/ - This is a website we designed last year, it is a directory for alternative entertainment companies – thought you may want to see!

Kind regards,

Rachel Barnes

Rachel Barnes
Business Consultant

Tel: 01245 492 777
Ext: 208

The Company Warehouse
Second Floor, 43 Broomfield Road, Chelmsford, Essex CM1 1SY
Third Party Formations Limited T/A The Company Warehouse
Registered in England & Wales number: 3994971 | VAT No: 830 8066 39

Did you know?
It is a legal requirement for all limited companies under section 351 of the Companies Act 1985 (as amended by The Companies (Registrar, Languages and Trading Disclosures) Regulations 2006) to display their company registration number, name and registered office address on all

written communications and failure to comply is a criminal offence which may lead to a fine.

Attachments

- image001.png (4.06 KB)
- image002.png (689 B)
- image003.png (701 B)
- image004.png (1.06 KB)
- image005.png (782 B)
- image006.png (980 B)
- image007.png (1.51 KB)
- image008.jpg (1.44 KB)

Subject: RE: Kempe Hall - Meeting on Monday 16th February 2015 at 7pm [SEC=UNCLASSIFIED]

From: Simon James (Simon.James@enfieldhomes.org)

T0: Monica.Kaur@enfieldhomes.org; patsyyull1@hotmail.com; laneslandscapes@hotmail.co.uk; wllarn@aol.com; hayleyjpage@hotmail.co.uk;

:gary.nikki@talktalk.net; anamillwood@yahoo.co.uk;lou.demseventmanagement@gmail.com; re_wired@ymail.com;

Date: Thursday, 26 February 2015, 11:30

Classification: UNCLASSIFIED

Dear Committee Members

I enclose a letter with respect to the ongoing issues at Kempe Hall.

Regards

Simon James

Head of Business Development Enfield Homes

From: Monica Kaur

Sent: 17 February 2015 16:15

To: patsyyull1@hotmail.com; laneslandscapes@hotmail.co.uk; wllarn@aol.com; hayleyjpage@hotmail.co.uk; gary.nikki@talktalk.net; anamillwood@yahoo.co.uk; lou.demseventmanagement@gmail.com; re_wired@ymail.com

Cc: Simon James Subject: Kempe Hall - Meeting on Monday 16th February 2015 at 7pm [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Kempe Association Members

Thank you for meeting with us yesterday evening at Kempe Hall.

Just to confirm that the following was discussed and agreed:

Concerns were raised about the financial income of Kempe Hall, how this was being utilised and the lack of audited accounts.

Concerns about the management of the hall in relation to the bookings taking place, the different charges and how this again is being accounted for Lack of a structured governance framework in place to manage the association and also the hall

After a lengthy discussion the following was agreed:

1. That the Kempe Association Members will voluntarily hand back the management of the hall and this will be confirmed by Friday 20th February
2. The Community Engagement Team work with Kempe Association Members and to establish a Residents Association with an effective governance structure in place
3. The Community Engagement Team will work with Kempe Association Members to ensure that the hall usage takes into account the local community
4. The Community Engagement Team will take over the management of the bookings, income and repairs to the halls
5. The Community Engagement Team will work in partnership with Kempe Association Members to benefit the community and ensure that the hall income can cover a large part of the costs for the running of the hall.

If we you are unable to confirm the above by Friday 20th February then we will be left with no option but to proceed to take back the management of this hall as of Monday 23rd February 2015.

Sent on behalf of Simon James

Head of Business Development & Community Support

Enfield Homes

Direct 0800 40 80 160*
Fax 020 8375 8016
* This is a free phone number, so there is no charge if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number

The Edmonton Centre
36-44 South Mall
Edmonton Green N9
0TN

email monica.kaur@enfieldhomes.
web www.enfieldhomes.org

Classification: UNCLASSIFIED Classification: UNCLASSIFIED

ENFIELD Connected

IMPORTANT
Every Enfield resident should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time. Click here to get connected.

Follow us on Facebook Twitter http://www.enfield.gov.uk Budget Simulator

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This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

Attachments

• Kempe Hall Committee Members 25-2-15 headed FINAL 2.doc (970.50 KB)

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 26 February 2015 22:23
To: 'listing@harrow.crowncourt.gsi.gov.uk'
Cc: 'Sharon.Burns@met.pnn.police.uk'; 'CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk'
Subject: RE: Simon Cordell Appeal

Attachments: Simon_Cordell_Appeal_Willesden_Harrow_Crown_Court.pdf; S Cordell Cert._GE_2013-2014.pdf; S Cordell 020215.pdf

To Whom It May Concern:

Please see attached documents re Appeal could all documents be placed on file.

Regards

From: Harrow Crown, Listing [listing@harrow.crowncourt.gsi.gov.uk]
Sent: 26 February 2015 22:24
To: Lorraine Cordell
Subject: RE: Simon Cordell Appeal
Thank you for your email, please be aware that we have received this and will be processing it in due course

Which Section should I contact?

To avoid unnecessary delays, it's important that your correspondence reaches the right team so please make sure you are sending to the correct fax number or email address.

For queries and correspondence regarding Crown Court listing to include; Warned list, Abandoned Appeals, Appeal Enquiries, confiscation papers, discontinuances, Bail Applications/ Variations for open cases, , skeleton arguments, Defence Case Statements, Breaches, and CPS non compliance with Judges directions should be emailed to listing@harrow.crowncourt.gsi.gov.uk New Fax number: 0870 3240194

For all general queries and correspondence to include; legal aid applications (QC/Noting brief), transfers of legal aid, Indictments, Notices of Appeal, NGs, committals from the Magistrates, requests for results, Witness summons, Certificate of Convictions and Cashier queries should be emailed to enquiries@harrrow.crowncourt.gsi.gov.uk New fax number: 08703240149

For queries and correspondence for the clerks team, including; days on remand queries, Requests of psychiatric report queries/payment, PCMH forms queries/requests, application to amend orders, after sentence queries, slip rule, SERCO bail queries, commendation orders, AF3s should be emailed to results@harrow.crowncourt.gsi.gov.uk New fax number: 0870 3240195

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Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail.

This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: GL-BRENTMCENQ [gl-brentmcenq@hmcts.gsi.gov.uk]
Sent: 26 February 2015 22:33
To: Lorraine Cordell
Subject: RE: Simon Cordell
Thank you for e-mailing the North West and West London Magistrates' Courts Administration Centre. Please be aware that it has been received and will be processed.

Polite Request: Please refrain from also sending your correspondence via post/DX or by fax as this risks the Court duplicating correspondence that has already been received.

Thank you for your co-operation.

This e-mail (and any attachment) is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail.

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This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: GL-HCORNERMCENQ [gl-hcornermcenq@hmcts.gsi.gov.uk]
Sent: 27 February 2015 16:31
To: Lorraine Cordell
Subject: RE: Simon Cordell
Thank you for your e-mail. Please be aware that it has been received and will be processed. Polite Request: Please refrain from also sending your correspondence via post/DX or by Fax as this risks the Court duplicating correspondence that has already been received. Thank you for your co-operation.

This e-mail (and any attachment) is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail.

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: Lavell, Rachel [rachel.lavell@hmcts.gsi.gov.uk] on behalf of GL-HCORNERMCENQ [gl-hcomermcenq@hmcts.gsi.gov.uk]
Sent: 28 February 2015 09:32 To: 'Lorraine Cordell'
Subject: RE: Re: Simon Cordell
From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 27 February 2015 16:30
To: GL-HCORNERMCENQ
Subject: RE: Re: Simon Cordell
Re: Attention of Flo Hi Flo

I have been trying to court the court all day today to see if there is any update i did call on Monday and was told there should be information by the end of the week, but have not heard anything as of yet.
Could you please give me an update?
Regards
Lorraine Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 13:50
To: 'GL-HCORNERMCENQ@hmcts.gsi.gov.uk'
Subject: Re: Simon Cordell
Re: Attention of Flo

Thank you for taking the time to talk to me today about my son Simon Cordell DOB: 26/01/1981

As said on the Phone I am still having problems getting my recorded corrected on the PNC database, I will need a letter to confirm the court has done the checks on the records I have asked to be checked and that there is in fact no register in the courts file for some of the cases.

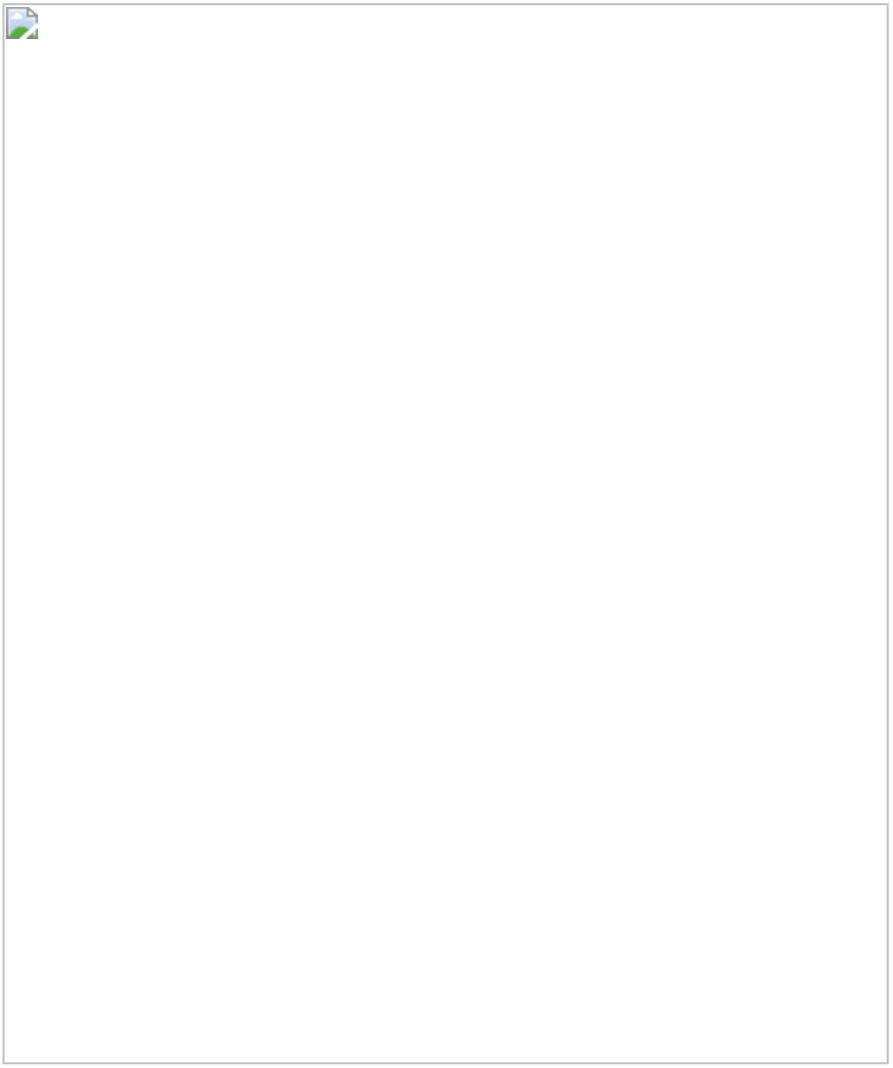
As said on the phone my son is also due to appeal in your court on the 10/03/2015 if I could get the information needed in a letter by this date, I would be most grateful. as the print out that was given to me by Benedicta is not enough.

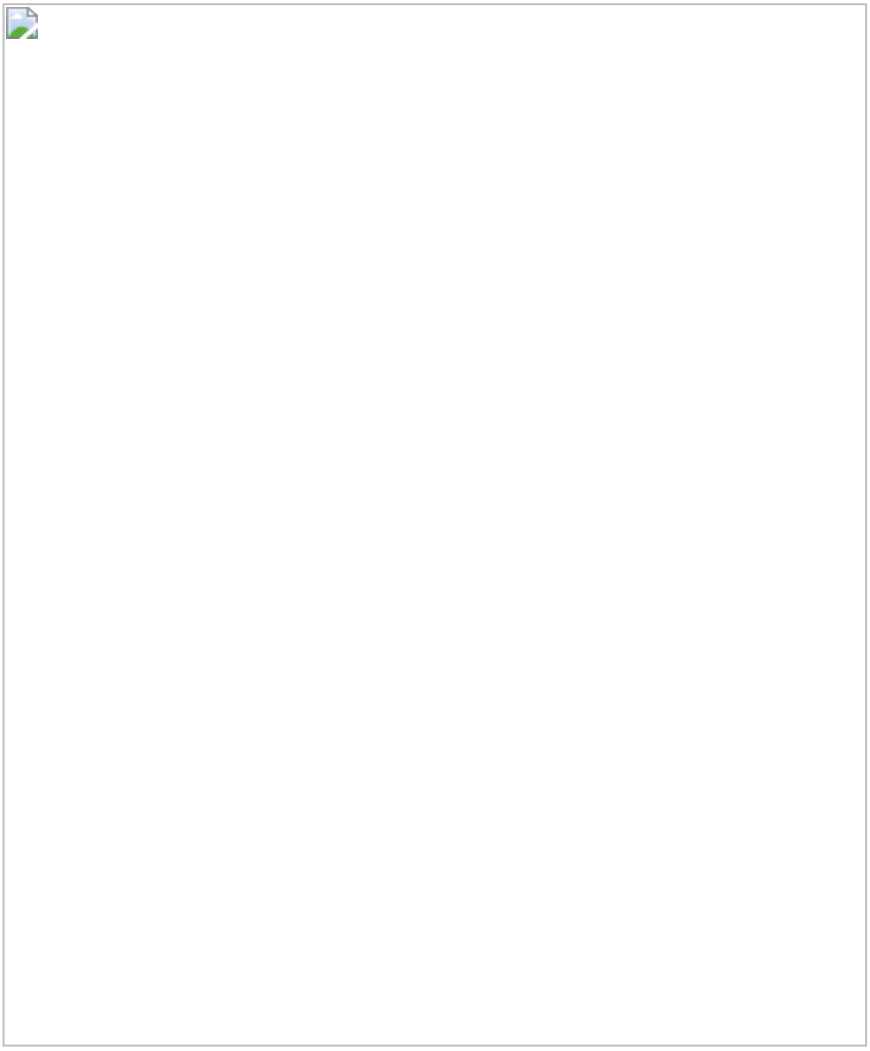
There were dates that did not have any register at the court when they were checked before by Benedicta.

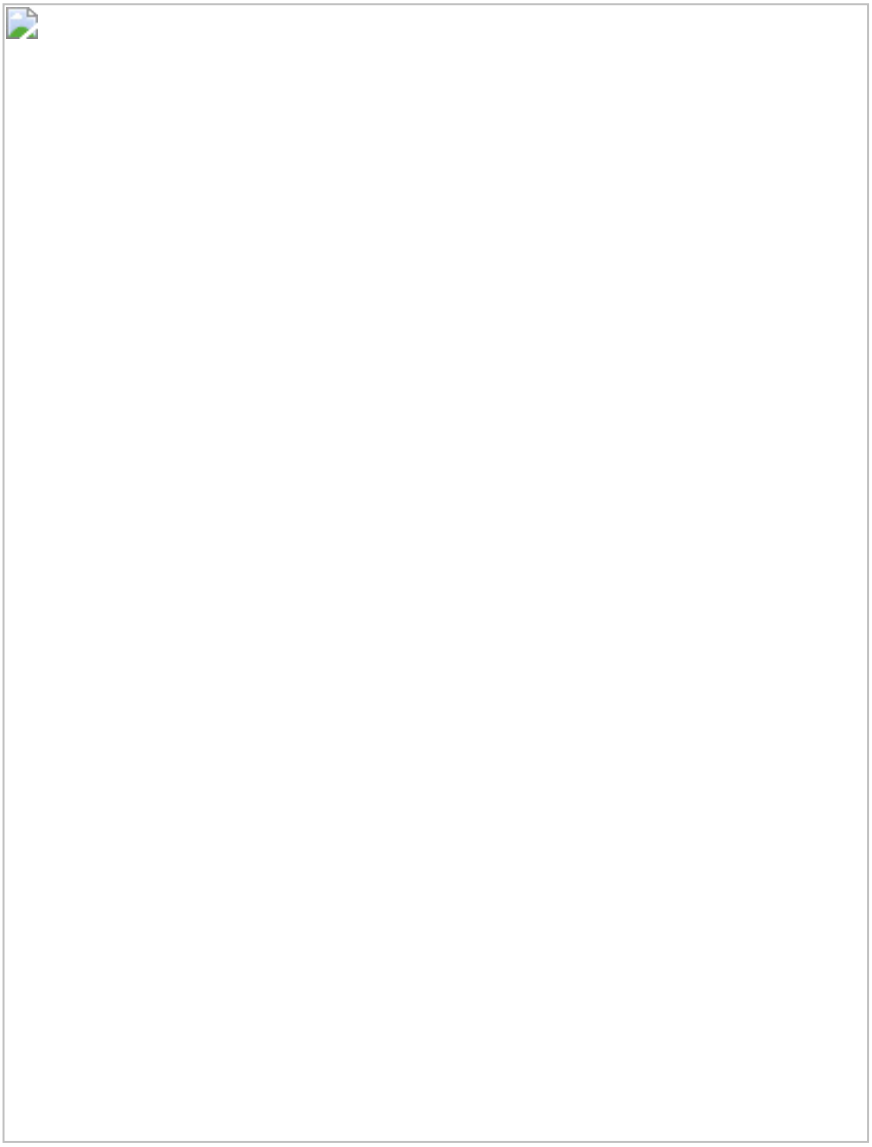
I have included some new dates as I believe it would be your court that deals with these also. I am sorry that you will need to do a lot of work again to deal with this. Please also see attached document from Benedicta she put stars by the ones which was not in the register of the court.

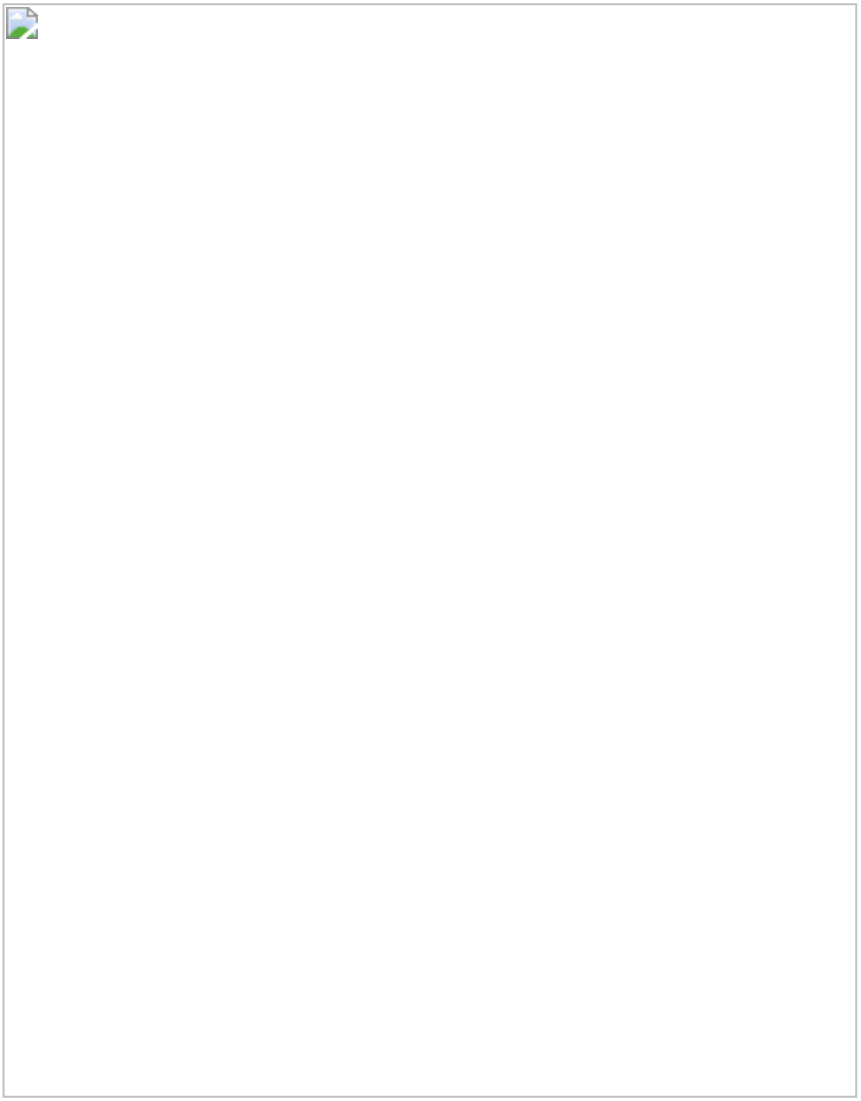
Regards

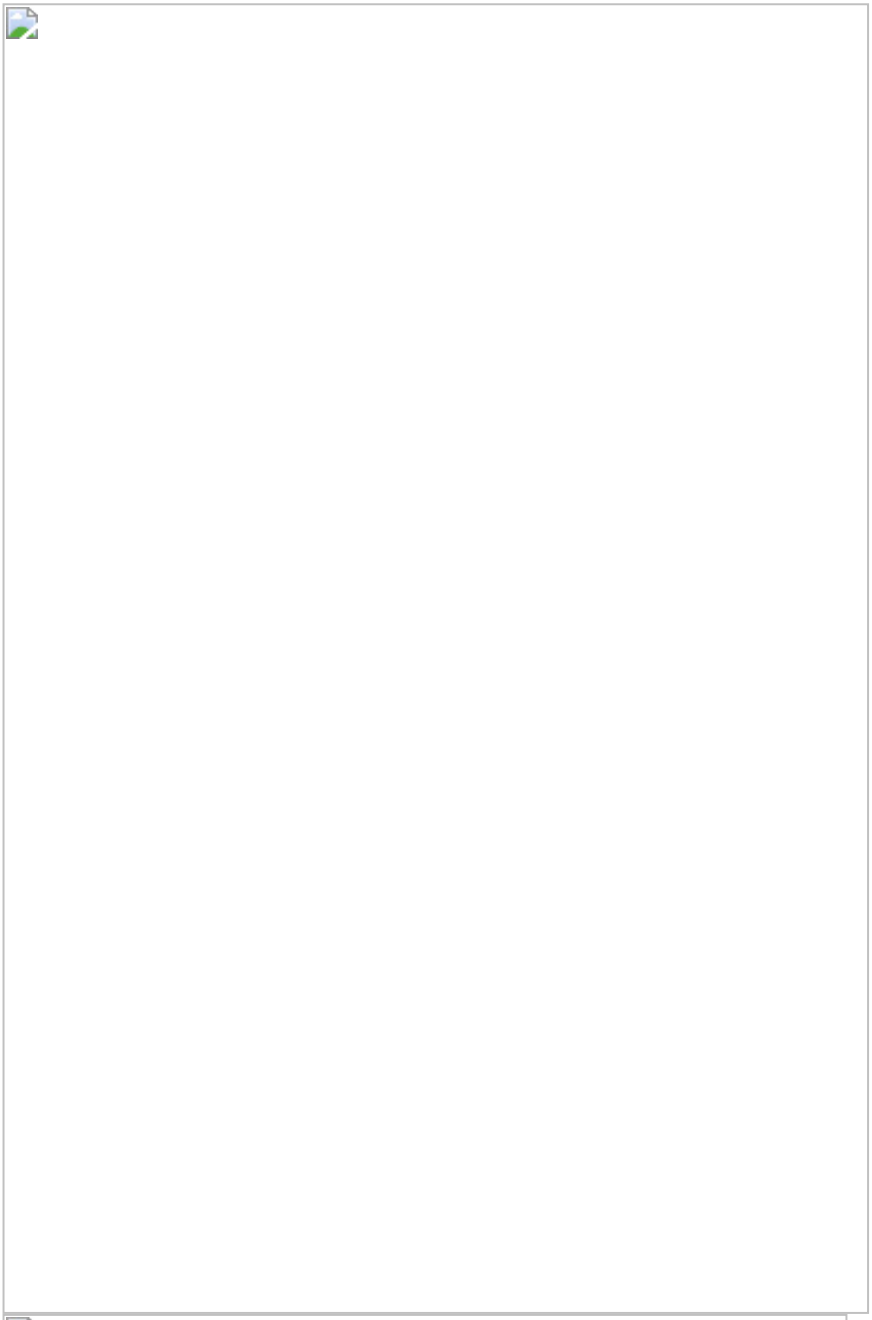
Lorraine Cordell

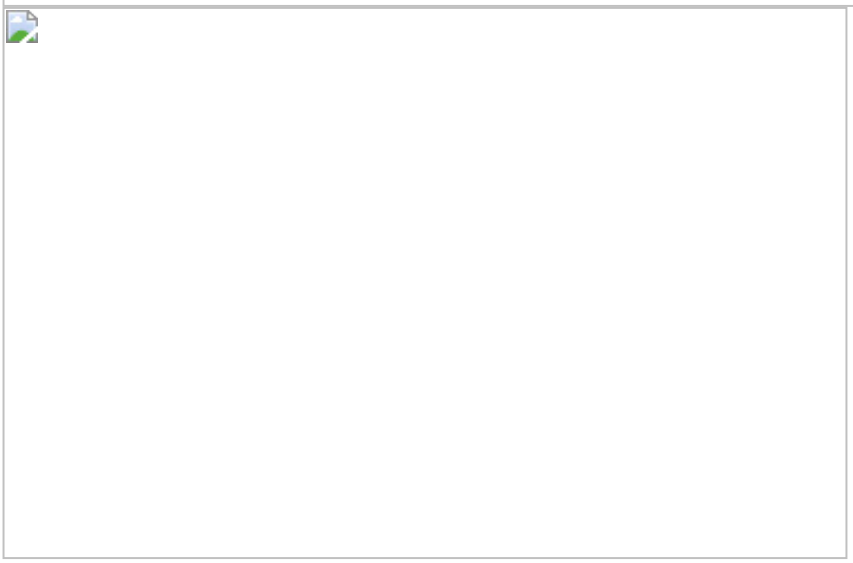


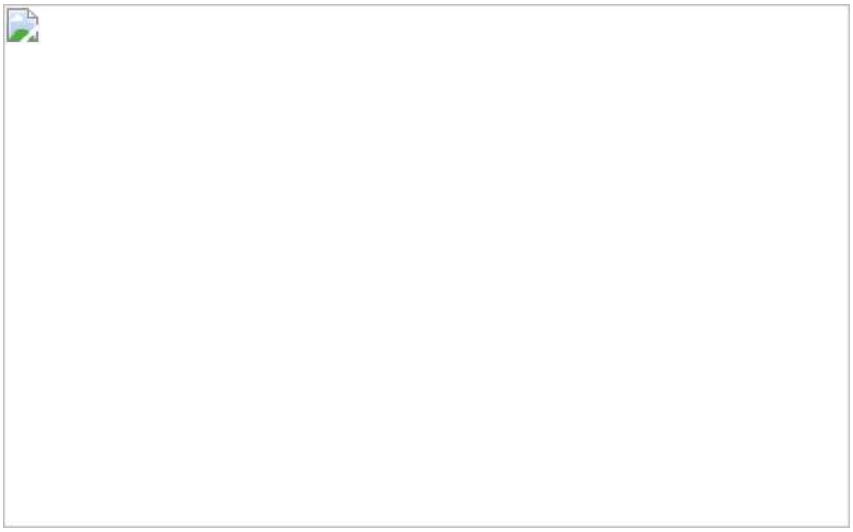












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From: GL-HCORNERMCENQ [gl-hcomermcenq@hmcts.gsi.gov.uk]
Sent: 28 February 2015 12:33
To: Lorraine Cordell
Subject: RE: Simon Cordell

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From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"
Subject: RE: Simon Cordell
Date: 01 March 2015 13:43:00

Hi Josey/Michael

I was wondering if you heard anything back from the Public Order Unit at Scotland Yard.

I have asked if the letter that was sent to them be forwarded to me, I know one has been sent as Michael told me. But it has not been sent to me could it please be sent so I can see what it says,

I am not sure if the police will do it on just dates as said before they may need the event names.

If you have not heard anything can this be looked into why you have not heard anything?

Maybe there will be a need to summons Val Tanner and DS chapmen to court.

Regards

Lorraine

From: JOSEPHINE WARD
To: Lorraine Cordell
Subject: Re: Simon Cordell
Date: 01 March 2015 14:05:31

Lorraine

Micheal Mc Kee sent a letter with both the date and event names included. Micheal will forward you a copy of the letter by email tomorrow as it is Sunday today and the office is closed.

We await their response before we decide how next to progress.

Regards

Josephine

On Sun, Mar 1, 2015 at 1:43 PM, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Josey/Michael

I was wondering if you heard anything back from the Public Order Unit at Scotland Yard.

I have asked if the letter that was sent to them be forwarded to me I know one has been sent as Michael told me. But it has not been sent to me could it please be sent so I can see what it says,

I am not sure if the police will do it on just dates as said before they may need the event names.

If you have not heard anything can this be looked into why you have not heard anything?

Maybe there will be a need to summons Val Tanner and DS chapmen to court.

Regards

Lorraine

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 01 March 2015 15:24
To: 'JOSEPHINE WARD'
Subject: FW: RE: Simon Cordell 011403134612
Attachments: Found Guilty again 26-01-2015.pdf;
S Cordell 020215.pdf;
S Cordell Cert._GE_ 2013- 2014.pdf;
RE_ urgent Simon CORDELL 011401596899-01 .pdf;
RE_ urgent Simon CORDELL 011401596899-02.pdf;
RE_ urgent Simon CORDELL 011401596899-03.pdf;
RE_ urgent Simon CORDELL 011401596899-04.pdf;
Lorraine Cordell_RE_ Simon Cordell.pdf;
Appeal-Notice- Signed.pdf

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 February 2015 11:05
To: 'GL-BrentMCenq@hmcts.gsi.gov.uk'
Cc: 'CO16Mailbox- NorthProsecutionFPN@met.pnn.police.uk
CO16Mailbox- SouthProsecutionFN@met.pnn.police.uk
Southcju (CO16Mail box- SouthProsecutionCju@met.pnn.police.uk
CO16Mailbox- NorthProsecutionCJU@met.pnn.police.uk
London.magistratescentralwest@cps.gsi.gov.uk'

Subject: RE: Simon Cordell 011403134612

To Whom It May Concern:

Complaint

I am writing this email again due to a case being heard at court and me being found guilty. On the 26/01/2015 Case number: 011403134612, I believe the old case number was 011401596899.

I have emailed the court many times due to this case I and in my emails attached my insurance documents.

I Have done a statutory declaration which I included my insurance documents.

I know my file must have had my insurance document within there as it was included in many emails to the court and asked for my emails and documents to be put on my file.

I had no letters from the court to say a date of a hearing of the 26/01/2015, I have asked in emails that have been sent for any dates to be also copied over to me by email, as there does seem to be an issue with my post.

My mum Lorraine Cordell and I have asked in many emails and phone calls to the court for the police officer who checks documents to get him to check my documents which will confirm I am insured.

None of this has been done and again I have been found guilty at court for no insurance when I was insured to drive.

I am making this request to have my case listed in order that I can do the following; -

Application to set aside the conviction

Re-open the case

My name: Mr Simon Paul Cordell DOB: 26/01/1981.

Address: 109 Burncroft Av

Enfield

Middlesex

EN3 7JQ

I am including in this email

1. Letter of Indemnity from KGM.
2. Policy of insurance form KGM.
3. List of emails sent to Court.
4. Email dates Tue 10/02/2015 13:06 which i have not had a reply to as yet.
5. Appeal Form

Could you please get back to me today by return email to lorraine32@blueyonder.co.uk as I would like to know what can be done about this case?

I have 21 days to appeal to the crown court and this date is running out very fast so I am also including the form so I do not run out of time to appeal to the Crown Court as I feel I will run out of time in this matter. But feel it would be a waste of time and money for the court and me to address it this way and take it to appeal at the crown court.

I am not sure what CPS dealt with this case and I do now that the appeal form needs to be addressed to them also, so I have included all that I know off. If I have not included the right Email for the CPS who dealt with this case can it be forwarded to them. Or could you please get back to me by email at lorraine32@blueyonder.co.uk and let me know the correct email address this needs to be sent to.

Regards

Simon Cordell

From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 01 April 2015 16:02
To: 'Lorraine Cordell'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi Lorraine,

Fantastic holiday thanks, really great time, went by far too quickly and now its back to normal, took me a while to get my head back in the game I must say.

I didn't realise there was more than 1 court case! This is going to take some time to sort out but I'm glad to hear you got the right result on the recent case.

I guess all I can say for the moment is let me know how things go and of course I will respond again after I have received and considered details of the Police stops/vehicle seizures we are waiting on.

All the best.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 01 April 2015 15:00
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Thank you for the email and i hope you had a great holiday.

I am waiting for the police compound to get back to us with the data for the seizers, but they just take so long with everything.

There are still court cases for no insurance that are still ongoing there are 2 left where Simon did not get any summons form the court and was found guilty due to not knowing. One is due to be heard in May 2015 and we are waiting for the last date.

DVLA have now taken of the ban on the 18/03/2015 so the insurance my son has been paying for the last year and could not be used due to this can now be used as he can drive now. But there is still the 12 points on his licence due to the other 2 court cases for no insurance DVLA do know the 12 points should not be on there in fact they have also been in contact with the courts they are not happy, but they cannot remove the points until the cases are heard in court.

But an update to what happened in court case were the police officer lied was Simon won the case and the judge was very upset at the police officer and put notes that it needed addressing.

The complaint is ongoing with the police office that lied, at this time that may take some time as the police officer may be charged. We won't know fully until the Serious Misconduct Investigation Unit Directorate of Professional Standards completes there investigation into what the police officer did and what the crown court judge said as the judge knows he lied to 2 judges and Simon was found guilty when he had done nothing wrong. We had a meeting about this on the 26/03/2015 but the person dealing with this is waiting for the crown court documents as to what the judge said, we should have the court transcript from Kingston Crown Court just after the Easter holidays.

I will keep you updated as to the data you need its just waiting for it from the police compound as requests had to be made for the data, Simon did try to get the information without the requests but the police was not having it so the request had to be put in for it.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 31 March 2015 09:25
To: 'Lorraine Cordell'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hello Lorraine,

I trust you and Simon are well.

I was wondering if you could update me on whats been happening please? I would like to make sure there is nothing else we can do and of course to bring this matter to a conclusion if we can.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 11 February 2015 12:45
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi Peter

Thank you so much for all your help, and i hope you have a wonderful holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 11 February 2015 11:40
To: Lorraine Cordell; Josephine Ward (josie@michaelcarrollandco.com)
Cc: Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hello,

Please find attached signed statement as requested.

The original is in the post to the Burncroft Ave address.

If you need anything else please ask Andy in my absence.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 18:07
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Sorry for the late reply yes Josephine Ward has said this is fine and can be signed off. thank you for all the help in this matter.

I hope you have a great time on holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38
To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Good Afternoon,

Please can I have your confirmation that the draft section 9 statement is acceptable asap? If I do not hear back by 11.30 tomorrow I will have to assume it is and sign it off and send out as I will be in meetings and on holday after that time.

Thanks

Pete Wood

From: Wood, Peter <Peter.Wood@canopius.com>
Date: 9 February 2015 11:29:00 GMT
To: Josephine Ward <josie@michaelcarrollandco.com>
Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Ms Ward,

I have drafted a section 9 statement as requested. Before I sign it off can you review it and confirm it satisfies all of your requirements please? As soon as you do so I will sign it off, scan a copy over to you and put the

original in the post.

Let me know if you need anything else and of course if you need me to amend the attached in any way.

Lorraine/Andy – FYI.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

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From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

(a) all recording equipment was working correctly
(b) KGM produced two recordings at the request of Ms Lorraine Cordell
(c) Confirmation that the recording of S Cordell call from police 141113 Recording was provided by KGM from their recorded calls and is authentic
(d) Confirmation that the recording between the Car Pound and Kelly Tiller was also provided from the KGM recorded calls and is authentic

If we are in possession of a section 9 statement producing the recordings then we will not have to apply to the court for a Third Party Summons to compel an employee from KGM to attend to produce the recordings. This would be a complete waste of your time when all we require is a section 9 attesting to the recordings being retrieved from the system and exhibited as two separate recordings.

If you require assistance with drafting a section 9 statement then we would be happy to draft it and email it over. We would require the name of the person who retrieved the recordings. the dates that the recordings were retrieved, the dates the recordings relate to, confirmation that the recordings were sent to Lorraine Cordell by email so that she can produce CD's of the recordings so that they can be played in court and specifically refer to the email containing the recordings so that there is continuity in the chain of evidence. Ideally we would like KGM to produce the CD's and exhibit them but failing this we will try to get the CPS to agree the CD's as produced from the email of Miss Cordell. We stress that the section in relation to the search and retrieval of the KGM database is essential and critical to ensuring that the chain of evidence is intact.

We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

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Registered office: Gallery 9, One Lime Street, London, EC3M 7HA | Registered in England and Wales

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 02 March 2015 11:00:35

This is a delivery receipt for the mail that you sent on 01 March 2015 to

"Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: Simon Cordell

Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 02 March 2015 14:05
To: 'feedback@enfieldhomes.org'
Cc: 'housing.repairs@enfieldhomes.org'
Subject: Re: Complaint Simon Cordell
To Whom It May Concern:

Complaint.

I am writing this email to many issues with my address of 109 Burncroft Avenue, Enfield, EN3 7JQ,

Over many years now i have had big issues with damp to my flat, i believe there is a wide area of concern being that.

- I believe there are leaks to pipe work in other flats above and beside me.
- This is causing the conditions I am living in and the flat is very dump.
- I have had large amounts of work done to try and stop this to my flat but believe due to other flats having issues this is causing my flat to suffer and this is causing my heath to suffer.
- My flat has been unliveable due to the damp and the issues just being covered up and not repaired in the way in which they should.
- Since some major work was carried out in my flat for damp they had to remove the radiators in my flat also due to leaks in pipe work under the floors. These were never replaced once the work was completed, so i have had to live for years now with no heating.
- When they come to do a lot of work to my flat they had to take the flooring up in my bedroom, and bathroom, they had to replace part of it, due to the leaking pipes the floor and joist have very badly bowing and rioting. But due to them not fixing the leaks the rest of my floor in my bedroom has now started to sink, so I know the problem has not been fixed, also the smell of damp as soon as you enter the bedroom is very bad. and this is also still ruining my belongings, i have already had to replace everything and i am not willing to keep replacing due to things not being done, correctly.
- I have had around 12 surveyors to my flat each time them saying they would sort heating out for my flat and other things which has never happened therefore I have been living at my flat with no heating since the large amount of work was done.
- I have made many phone calls each time they just say they would send a surveyor again to look what needed doing. but how can they keep doing this and not correct the problems, until around Jan of 2015 all the information was on there system about all the problems this now seems to be missing, i am told people will call me back but the calls never come.
- The last set of surveyors sent was around Nov 2014 and all work was planned to be done, the person came to see how much pipe work was needed, but no one has come to do the work, and when I call all I get told it is being looked into.
- When work was also carried on my flat re doing the electric they wired in fire alarms and a Carbon Monoxide alarm, I made many calls to say these had not been fitted correctly, and due to this got carbon monoxide poisoning due to a faulty boiler and the Carbon Monoxide alarm not working. when they did come out in Nov 2014 I was left with no boiler for weeks until parts could be ordered, work was also meant to be done to rewired the incorrect rewiring of the alarms this has again not been done and I feel very unsafe.
- They also repaired a new dump section to my wall, but due to them not fitting the under laying problems with other flats this has again come back. i believe to leaking pipe work. i have told the council many

times about the other flats but nothing has been done and this is causing my heath to suffer badly this is now just not good enough.

- They was also meant to repair my back door window this is not just a back door it has windows each side to it. That has a large hole around the window frame where you can see outside. this was also meant to be fixed and has not been. the other day i got up to a large amount of water on the floor due to the hole around the frame of the window and it had been raining this has happened more then once due to this and it raining.

- also the window in my bedroom does not lock and needs a new hinge.

- Also where the police kicked of my front door i give the CAD number to get this address as my front door is not safe nothing again has been done to sort this.

- Also the new toilet wish was fitting is not secure i have had this repaired once already but it still is moving around and i feel unsafe.

- I just want a home to live in and to be warm and not have all these problems and for them to be addressed but I am getting no where, so the only option i have left is to put this complaint in.

- If I did not pay my rent you would soon get me out of the flat but when it is repairs that need done nothing gets done. I am paying full rent for a flat I cannot use right, I have to sit there with covers on just to try and keep warm this is no way to live and i had enough of nothing being done.

I would like a reply to this complaint within the next 14 days as I feel I have waited long enough for work to be carried out on my flat. could you please reply via this email, and also confirm you have my email.

Regards

Simon Cordell

Subject:	Re: Account Management for Too Smooth Ltd
From:	Rachel Barnes (rachel.barnes@thecompanywarehouse.co.uk)
To:	Re_wired@ymail.com;
Date:	Tuesday, 3 March 2015, 9:41

Dear Simon Cordell,

You recently started an order on our website but did not complete it. I wanted to see if you ran into any problems or had any questions which I could answer for you.

I will try to contact you on 07546899778 to discuss how we can help your business. If you would like to contact me before then you can reach me using the details below.

Kind Regards,

Rachel Barnes
Business Consultant
The Company Warehouse
2nd Floor
43 Broomfield Road
Chelmsford
CM1 1SY
rachel.barnes@thecompanywarehouse.co.uk
01245 492777 (208)

Third Party Formations Limited T/A The Company Warehouse
Registered in England and Wales number: 3994971 | VAT Registration number: 830 8066 39

Attachments

- 1.txt (3.18 KB)
- Untitled2.gif (12.83 KB)

Subject: Re: Account Management for Too Smooth Ltd - Follow up. From:

Rachel Barnes (rachel.barnes@thecompanywarehouse.co.uk)

To: Re_wired@ymail.com;

Date: Wednesday, 4 March 2015, 10:34

Dear Simon Cordell,

Further to my previous e-mail, I have tried to contact you on the telephone number provided - 07546899778 - regarding the order you started on our website but have not been able to complete. Is there an alternative number you would rather be contacted on?

I will try the number again over the next few days and look forward to speaking with you.

Kind Regards,

Rachel Barnes Business Consultant The Company Warehouse 2nd Floor 43
Broomfield Road Chelmsford CM11SY
rachel.barnes@thecompanywarehouse.co.uk 01245 492777 (208)

Third Party Formations Limited T/A The Company Warehouse
Registered in England and Wales number: 3994971 | VAT Registration number: 830 8066 39

Attachments

- 1.txt (3.21 KB)
- Untitled2.gif (12.83 KB)

From: Colin Bullworthy [Colin.Bullworthy@enfield.gov.uk]
Sent: 04 March 2015 10:52
To: lorraine32@blueyonder.co.uk
Subject: Council Tax Support [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

I refer to your enquiry regarding your request to be exempt from 19.5% Council tax liability.

According to our records, you are currently not in receipt of the required welfare benefit that would entitle you to full Council Tax Support.

Whilst I appreciate your comments regarding the delay in changing your benefit status, until I receive information from the Department of Work and Pensions that you are in receipt of the correct benefit that will give you full Council Tax exemption, I am unable to change my records and the 19.5% Council Tax liability remains payable.

I suggest that if you are still experiencing difficulty in paying this, that you apply on-line for a Council Tax hardship payment at enfield.gov.uk.

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From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 04 March 2015 16:20 To: Lorraine Cordell
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1.
If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes
★ ★

Direct 0800 40 80 160*
Fax 020 8375 8016
* This is a freephone number, so there is no charge if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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Email Jo.O'Brien@enfield.gov.uk
web www.enfieldhomes.org

From the 1st December 2014 my email address will be Jo.O'Brien@enfield.gov.uk

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 04 March 2015 09:53
To: 'JOSEPHINE WARD'
Subject: Re: Simon Cordell-Appeal

Attachments: DOC034 (2).pdf; Appeal-Case-Driving-Tools-26-11-2014.pdf; Clerks Notes for Simon Cordell-03.pdf; DOC008 (3).PDF

Here you go josey if you look at the date og conviction on the letter the court sent you will see it says 29/08/2014 but it did not go to trail till the 26/11/2014

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 04 March 2015 10:26
To: 'Martin Jenkin'
Subject: RE: Simon Cordell Information Hi Martin

I have not heard from you re the below email.

But could you please send me a copy today of Simon Currant insurance policy and his no claims please.

Regards

Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 15:33
To: 'Martin Jenkin'

Subject: RE: Simon Cordell Information Hi Martin
Just giving you an update Simon has called to try and speak to you today to make a late payment on his insurance as he was a day late. could you please make sure someone calls us to make the payment?

As for KGM they are now dealing and addressing the issues but it took me to start cc my emails to them to Lloyds.

He has been having it really hard due to all this insurance with KGM and the courts, and not being able to drive half the time this policy has been in place due to them keep revoking his driving licence, until the courts then sort it and put it back in place. They have again revoked his driving licence this is the 3 time. I have had to get a solicitor now to help with the cases of no insurance due to I seem to be getting nowhere. And also, to deal with the appeal case for the 14/11/2013. I do have the audio now from KGM that proves the police officer lied and some letters I will attach to this email just so you are updated.

I can't send the audio due to most places will not accept that file type. So, I have included the transcript that the solicitor done

Could you please also address doing your section 9 witness statement about the calls for the 14/11/2013 as the appeal case is due to be heard on the 05/03/2015.

Could you also please send over a copy of Simon no claims please?

Regards

Lorraine

From: Martin Jenkin [mailto:martinjenkin@broadsuredirect.com]
Sent: 07 January 2015 09:06
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell Information

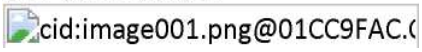
Good Morning Lorraine,

Apologies for the lack of contact, I have been in and out of the office.

Have you received any correspondence from KGM?, we spoke to them prior to Christmas regarding the issues and they have been looking into the situation and as far as I am aware they were going to respond directly.

I look forward to hearing from you.

Regards

Martin Jenkin
DDI 01843 598744


t: 01843 594477 f: 01843 594488

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

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 28 December 2014 23:59
To: martinjenkin@broadsuredirect.com
Subject: Re: Simon Cordell Information

Hello Martin
Can you please get back to me with an update as I not heard anything from KGM about the email I sent over to you on the 30/11/2014 with the data that would be needed. I also have not heard anything from you about the section 9 witness statement. Please can you get back to me as soon as possible.

Regards

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www.avast.com

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 04 March 2015 16:20
To: Lorraine Cordell
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

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Many thanks

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Sent: 04 March 2015 19:27 To: 'Jo O'Brien'
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

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Regards

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From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 05 March 2015 10:10 To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested.

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Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards Jo O'Brien Customer Services

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From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 09:38 To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place they will provide a full crime reference number.
Enfield Homes Procedure is that we require this reference number to enables us to carry out repairs/renewals without recharging the tenant.

Kind regards Jo

Jo O'Brien Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 00:20 To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSI FI ED] Dear

Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref they need to call up any information the police has on file.

Regards

Lorraine

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Email Jo.U' Bricnit/ enficld.gov.uk
web www.enfieldhomes.org

From the 1st December 2014 my email address will be Jo.O'Brien@enfield.gov.uk

Classification: UNCLASSIFIED

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From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 11:25
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,
I have checked our records and can confirm your son did not provide us with a CAD number.

Kind regards Jo

Jo O'Brien Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 10:22
To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSI FI ED]

Dear Jo O'Brien
Could you please send me the CAD number my son gave you I will call the police station and get the reference number you need.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 09:38
To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSI FI ED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place, they will provide a full crime reference number.
Enfield Homes Procedure is that we require this reference number to enables us to carry out repairs/renewals without recharging the tenant.

Kind regards Jo

Jo O'Brien Customer Services

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

Sent: 06 March 2015 00:20
To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 05 March 2015 10:10
To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSI FI ED] Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested.

A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm.

Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed, he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number, we can carry out the repair.

Kind regards Jo O'Brien Customer Services

From: Lorraine Cordell [mailto: lorraine32@bluevonder.co.uk

Sent: 04 March 2015 19:27 To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSI FI ED] Dear Jo O'Brien
I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 04 March 2015 16:20
To: Lorraine Cordell
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=U NCLASSI FI ED]

Classification: UNCLASSIFIED

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1.
If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes
★ ★

Direct 0800 40 80 160*
Fax 020 8375 8016
* TNs is a freephone number, so there is no charge
if you use a landline.
If you are using a mobile you may find it cheaper
to call our landline number
020 8379 1327

The Edmonton Centre
36-44 South Mall
Edmonton Green
N9 0TN

Email Jo.O'Brien@enfield.gov.uk
web www.enfieldhomes.org

From the 1st December 2014 my email address will be Jo.O'Brien@enfield.gov.uk

Classification: UNCLASSIFIED

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in accordance with relevant legislation.

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From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"
Subject: FW: RE FOI 11845 [SEC=UNCLASSIFIED]
Date: 06 March 2015 13:42:00
From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 05 March 2015 16:39 To: lorraine32@blueyonder.co.uk Cc: Esg Complaints
Subject: RE FOI 11845 [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email received on February 10th 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:
8/6/14, no time recorded, Progress Way, Enfield.
Any paper work was served to any person/persons and if need known. copies of any paper work served:
No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place
Progress Way:
13/6/14: 1 call 12/6/14: 2 calls after event 9/6/14: 2 calls after event 8/6/14: 6 calls 7/6/14: 8 calls
Leeside Road:
15/7/13: 1 call after event
46 Crown Road:
18/5/14: 3 calls after event 19/5/14: 6 calls after event

21/5/14: 1 call after event
31/5/14: 2 calls
1/6/14: 6 calls
2/6/14: 4 calls after event
4/6/14: 1 call after event
6/6/14: 1 call
8/6/14: 3 calls
9/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted.

Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties.

No reports made.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Theresa Dodd
Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540
Email – theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply

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directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Yours sincerely
Ned Johnson Principal Officer Pollution

Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council
www.enfield.gov.uk

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From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"
Subject: FW: RE FOI 11845 [SEC=UNCLASSIFIED]
Date: 06 March 2015 15:36:00

I am just sending this for ref to the reply email for the freedom of information act asked for.
Please do not do anything with my return email I have sent until I have heard back from them with the data as they could try and stop the data being given to me.
Regards
Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 15:22
To: 'Ned Johnson'
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Ned Johnson
Thank you for the reply to the freedom of information act I put in.
I do however believe there is a lot of data that has been left out, so maybe I need to clarify the data that is being requested.

To information is regarding Disused or abandoned buildings or any industrial estates buildings or open-air land. For the dates all of 2013 to date.

This would include all data if there were occupiers/squatters in said building/parties/raves. This would include the dates these buildings/Disused or abandoned buildings/ or any industrial estates was first known to the Environment & Street Scene Department.

- All information would cover all wards boundaries for Enfield Council.

Information is also needed for some areas within the Enfield Council borough.

- Within the area of Pretoria Road N.
- Within the area of A406.
- Within the area of Montagu Road.
- Within the area of Meridian Way.
- Within the area of Ponders End Train Station.
- Within the area of Woodall Road.
- Within the area of Wharf Road.
- Within the area of Millmarsh Lane.
- Within the area of A10 Great Cambridge Road.
- Within the area of Crown Road.
- Within the area of Southbury Road.
-

The information would cover if police were in attendance, if calls were made to the Environment & Street Scene Department by police, and any police officer information that the Environment & Street Scene Department holds about any police officer.
This information would also include any calls that were made from the Environment & Street Scene

Department to police in relation to any Disused or abandoned buildings or any industrial estates buildings or open air land that the Environment & Street Scene Department felt could have a problem with.
There is also an issue with the information in your email

18/5/14: 3 calls after event
19/5/14: 6 calls after event
21/5/14: 1 call after event

But have not given the date of the event itself, are the below layout ones was when events have taken place as it just has calls at the end of the dates could you please clarify

31/5/14: 2 calls
1/6/14: 6 calls

Also in your email it seems that there was more of a problem with crown road over some months but from how I am reading your email it seems no one ever attended from the Environment & Street Scene Department on any of the dates in your list can this also be clarified in more detail.
I know you have until the 10/03/2015 to supply the information I have asked for. But I do feel your email was very incomplete, I do hope that I have not got to wait 20 more days now as I need all the data by 10/03/2015 and I did ask for all information and I feel that has not been given.
Could you get back to me via email as to the time it will take to get all the information I have asked for within my request?
Regards
Lorraine

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 05 March 2015 16:39
To: lorraine32@blueyonder.co.uk Cc: Esg Complaints
Subject: RE FOI 11845 [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

Dear Miss Cordell,
FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST
Thank you for your email received on February 10th 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:
8/6/14, no time recorded, Progress Way, Enfield.

Any paper work was served to any person/persons and if need known. copies of any paper work served:

No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:
13/6/14: 1 call
12/6/14: 2 calls after event
9/6/14: 2 calls after event
8/6/14: 6 calls
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Leeside Road:
15/7/13: 1 call after event

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4/6/14: 1 call after event
6/6/14: 1 call
8/6/14: 3 calls
9/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted.

Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties.

No reports made.
If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:
Theresa Dodd
Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540

Email - theresa.dodd@enfield.gov.uk
Please remember to quote the reference number above in any future communications.
If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Yours sincerely
Ned Johnson
Principal Officer Pollution

Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council
www.enfield.gov.uk

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From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"
Subject: Re: Simon Cordell Asbo
Date: 08 March 2015 16:07:00

Dear Michael/Josey
This is the reply to the new information in statement from police about the stop on the 23/11/2014
On this date Simon was at home with his friend josh, they were working on bits for the company to try and take Simon mind of things Simon at this stage was really unwell and unstable.
I believe this started on the 22/11/2014 it would seem police was at Simon Flat outside tiring to get in this was late at night.

They could not get the code to the main door and went back to the police station where they seem to have got Simon mobile number and made calls trying to get the code for his main door. They did say it was police and Simon got very scared why the police wanted his door code to get in to see him and they would not give a reason.
This did not just scare the life out of Simon but also Josh. and Simon just wanted to get out of the flat.
He would not even use his car as he was so scared of what was going on, he did not even know for fact it was the police that had made the calls to his mobile.
Him and josh left the flat and would not even go the way he as a rule uses to get to my house.
the went down Green Street over the train station and walked down Mollison Ave then got on to the river lee and walked along to come out by ponders end train station where they were meeting his sister Deon in a cab to get them to my house.
It was really raining that night and then they got here they was very wet.
I made calls to the police in fact 3 calls as I put a complaint in at what was going on as the police for some reason at this stage kept going to his flat for unknown reasons and he was not stable enough and very scared and was not coping. I did let Josey know what was going on each time.
Please see attached calls to 101 calls that was made I have cut them out of my phone bill but do have my full phone bill saved. This is without all the phone calls Simon made himself to police there is lists of them. and he has some police officers' numbers.

In the end an inspector stag I think his name was called and at 1st spoke to Simon, I was still not happy with what was going on so again made a call and asked for the inspector to call me back which he did some time later that day I think, on that call it lasted around 1 hour maybe a little longer I explained everything that was going on with the police and Simon on that call and he said he would get the police to stop going to his Flat.
The police did pull Josh and Simon that night which also made Simon very scared even more. they asked Simon and Josh what they were up to Simon told the police why they were out that they was scared due to the calls they had for his main door code and said the person that called said it was the police, at this they told him they was in fact the ones that had made the calls to him. But did not still tell him the reason they wanted to see him at his Flat. I do believe the police was watching and just doing all this to intimidate him as they knew he was really not well at this time. They did a search on both Simon and Josh and did checks then let them go. Simon and josh were not on drugs the pair of them was really scared at what was going on, and Simon was really unstable. The police are taking the piss adding this in the ASBO and I want the complaint calls and call info. And i want the audio of this how dare they say this they knew how ill Simon was and just kept pushing it.

the police were going so far with going round his Flat all the time for no reason, when people went out to do an assessment it was late when they got there they called me and said why are the police there I said I did not know why but i was really upset due to the police was not stopping with him. Simon was going mad and the assessment team told the police to leave him alone. I was still on the phone at the time to the assessment team and they asked the police why they was there, I heard what the police told them why they was there, they said they had a call from 1st they said 112 then they said 122 then they gave a next door number, which I did not hear right they did not know what to say to the assessment team they was mixing everything up. the police left but due to the state Simon was in the assessment team felt it better to leave and not upset him any more than he was already due to what the police was doing just keep turning up at his Flat for no reason.

The assessment team went to Simon Flat the next day with no luck to getting to see him they spoke to him at the door but Simon would not open the door, they could clearly see he was not stable at all and did not want to push it. So, left he kept saying the police just need to leave him alone he not done anything and was not leaving his flat.
The assessment team left it around a week I think before they tried again this time Simon did let them in and spoke to them this was on the 25/11/2015

On Friday the 12/12/2015 the police went to Kemp hall committee centre looking for Simon again.
And they still pop up now and then just to keep him at a low and not feel safe.
The police know full well what they are doing and know they have been breaking the law.
I would also like to address this issue as I know this is going into court tomorrow re discloser.
I want to seek an injunction against the Met Police under the European Convention on Human Rights.
I want an application put in tomorrow for High Court for an interim order under the Protection from Harassment Act, Article 6 of ECHR is a person's right to a fair hearing.
If information is withheld from the court that would show your son is innocent with the intention of causing a guilty verdict to be returned, that is perverting the course of the justice/conspiracy to pervert the course of justice and, quite possibly, misconduct in public office/conspiracy to commit misconduct in public office on the part of those involved, if police officers, local government officers, civil servants, government officers.
Where a verdict or decision is made by a court as a result of pertinent information being withheld and which no court or judge would have made had that pertinent information been made available, the verdict/decision is said to be perverse. It also goes against natural justice.
Any public authority or person whose function is known to be public, like a police officer, who acts in a way that is incompatible with a persons rights under the European Convention on Human Rights, acts unlawfully according to Section 6(1), Human Rights Act 1998.

The other day, I reckoned up the breaches of ECHR against your family by the Met Police. They have violated at least 22 different rights under ECHR. I suspect there re multiple violations of these rights. It is one of the worst cases of human rights violations by police I have come across. If this were to be revealed in an open court, Sir Bernard Hogan-Howe would be forced to resign or be sacked. His position would be untenable.

There is also evidence of repeated racial discrimination and profiling, as well as harassment.
This is what they are doing by withholding the information from the public order unit at Scotland Yard also known as National Public Order Intelligence Unit. And the Judge needs to know this tomorrow.
Under Article 6 of ECHR is a person's right to a fair hearing. Discloser should be given if the discloser they are trying not to give would cause a guilty verdict in this case it will.

And I have a lot more information that needs to be added. Under the ECHR rules that the court must look at.
The fact is the police have it on their systems that these dates was not Simon but due to how much the police hate Simon and my family they have made up statements that will found him guilty knowing that not to be fact.

They are using CADs from a next party they let go on yet Crown Road parties had been going on for months. And add all the CADs from these parties to the one they are saying Simon and Tyrone set up knowing this is not fact. And again, setting my family up when they have this information at the public order unit at Scotland Yard as to who set this party up and all the others. If this does not show how much the police hate my family, I don't think nothing else will and they are getting away with it and nothing is getting done all we are told is Simon is going to get this ASBO there is nothing he can do but grass up people to show he did not do this why should he have to give names out. The police already have them.
The Burglary from 2013/2014 the police let a person get away with insurance fraud, they pined everything on to Simon but new in the Feb 2013 police allowed people to walk out with loads of things, destroyed the evidence they took from Simon home from the start and did not say anything until the judge found him not guilty a year after it started. Yet he was on 6 bail conditions for nearly a year one of them for failing to surrender which we already know should not be on his record as it was dismissed at court.

My family has had this for years and the police just get away with it all the time since Simon was 15 years old, they have not left off his back which then affected Tyrone and the whole family.
Years of abuse by the police over and over again when will this stop, I can't allow Simon to take any more his heath is not up to this any longer. And that's all due to what the police have done over many years to this family. I am not saying Simon has done nothing in his life as I know that not facts. But what the police have done is beyond any reasons.
Yes, I am upset and this time I am not letting this go into court and not letting the judge know what is going on, His PNC has errored the police has not left him alone, the police have lied they set him up. This needs to stop Josey has known how it's been over these years she been there seen it heard it and saw it. something needs to be done

Simon does not feel safe, and tbh, I worry all the time for his safety I should not need to be like this all the time.
Could you please reply and let me know what is going to be done in court tomorrow who is going to be there and about the discloser that is going to be asked for.
Regards
Lorraine

From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: FW: RE FOI 11845 [SEC=UNCLASSIFIED]
Date: 06 March 2015 17:16:00

Michael

Yes, it can be served

Regards

Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]

Sent: 06 March 2015 17:14

To: Lorraine Cordell

Subject: Re: FW: RE FOI 11845 [SEC=UNCLASSIFIED]

Lorraine,

Please can you confirm via email that we can serve the below email on the court and the police?

Kind regards,

Micheal McKee

On 06 March 2015 at 13:42 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]

Sent: 05 March 2015 16:39 To: lorraine32@blueyonder.co.uk

Cc: Esg Complaints

Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email received on February 10th 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended: 8/6/14, no time recorded, Progress Way, Enfield.

Any paper work was served to any person/persons and if need known. copies of any paper work served:

No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:
13/6/14: 1 call
12/6/14: 2 calls after event
9/6/14: 2 calls after event
8/6/14: 6 calls
7/6/14: 8 calls

Leeside Road:
15/7/13: 1 call after event

46 Crown Road:
18/5/14: 3 calls after event
19/5/14: 6 calls after event
21/5/14: 1 call after event
31/5/14: 2 calls
1/6/14: 6 calls
2/6/14: 4 calls after event
4/6/14: 1 call after event
6/6/14: 1 call
8/6/14: 3 calls
9/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted.

Any reports made up for any of the addresses in full for the dates listed above for any

illegal rave/parties.
No reports made.
If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:
Theresa Dodd
Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540

Email - theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications.
If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Yours sincerely
Ned Johnson
Principal Officer Pollution

Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council
www.enfield.gov.uk

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From: Micheal McKee
To: Lorraine Cordell
Subject: Re: FW: RE FOI 11845 [SEC=UNCLASSIFIED]
Date: 06 March 2015 17:14:09

Lorraine,
Please can you confirm via email that we can serve the below email on the court and the police?
Kind regards,
Micheal McKee

On 06 March 2015 at 13:42 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 05 March 2015 16:39
To: lorraine32@blueyonder.co.uk
Cc: Esg Complaints
Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

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Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties.

No reports made.

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Theresa Dodd
Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre

Silver Street Enfield EN1 3XE 020 8379 3540
Email - theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely

Ned Johnson
Principal Officer Pollution
Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council

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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 06 March 2015 17:19:45

This is a delivery receipt for the mail that you sent on 06 March 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "RE: FW: RE FOI 11845 [SEC=UNCLASSIFIED]".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 00:20
To: 'Jo O'Brien'
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 05 March 2015 10:10
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested.

A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm.

Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards
Jo O'Brien
Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 04 March 2015 19:27
To: Jo O'Brien
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

I am sorry but the 10th or the 11th and maybe the 12th March 2015 can not be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

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An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am-10.30am. Order Number 1509056/1.
If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes

★★

Direct 0800 40 80 160*
Fax 020 8375 8016
* This is a freephone number, so there is no charge
if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

The Edmonton Centre
36-44 South Mall
Edmonton Green
N9 0TN

Email Jo.O'Brien@enfield.gov.uk
web www.enfieldhomes.org

From the 1st December 2014 my email address will be Jo.O'Brien@enfield.gov.uk

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From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 09:38
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place they will provide a full crime reference number.
Enfield Homes Procedure is that we require this reference number to enables us to carry out repairs/renewals without recharging the tenant.

Kind regards
Jo

Jo O'Brien
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Many thanks

Jo O'Brien
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Sent: 06 March 2015 10:22
To: 'Jo O'Brien'
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

Could you please send me the CAD number my son gave you i will call the police station and get the reference number you need.

Regards

Lorraine

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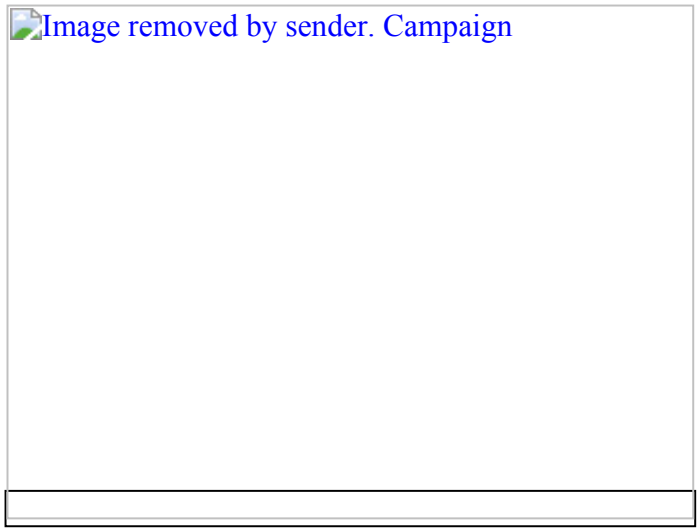
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From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 11:25
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

I have checked our records and can confirm your son did not provide us with a CAD number.

Kind regards

Jo

Jo O'Brien
Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 10:22
To: Jo O'Brien
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

Could you please send me the CAD number my son gave you i will call the police station and get the reference number you need.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 09:38
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place they will provide a full crime reference number.
Enfield Homes Procedure is that we require this reference number to enables us to carry out repairs/renewals without recharging the tenant.

Kind regards
Jo

Jo O'Brien
Customer Services

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

Sent: 06 March 2015 00:20 To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 05 March 2015 10:10
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have canceled the appointment for 10th March as requested.

A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm.

Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed, he is responsible to pay for the replacement but we can arrange for him to pay by installments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number, we can carry out the repair.

Kind regards Jo O'Brien

Customer Services

From: Lorraine Cordell [mailto:lorraine32@bluevonder.co.uk
Sent: 04 March 2015 19:27
To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSI FIED]

Dear Jo O'Brien
I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 04 March 2015 16:20
To: Lorraine Cordell
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=U NCLASSIFI ED]

Classification: UNCLASSIFIED

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1.
If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes
★ ★

Direct 0800 40 80 160*
Fax 020 8375 8016
* 1Ns is a fee phone number, there is no Green charge if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

The Edmonton Centre
36-44 South Mall
Edmonton
N9 0TN

Email Jo.O'Brien@enfield.gov.uk
web www.enfieldhomes.org

From the 1st December 2014 my email address will be Jo.O'Brien@enfield.gov.uk

Classification: UNCLASSIFIED

Image removed by sender. Campaign

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in accordance with relevant legislation.

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From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 09 March 2015 16:21:09

This is a delivery receipt for the mail that you sent on 09 March 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "Re: Simon Cordell Asbo Lorraine Cordell Statement".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

1841

From: Micheal McKee
To: re wired@ymail.com
Cc: lorraine32@bluevonder.co.uk
Subject: Fwd: CC Police v Simon Cordell
Date: 09 March 2015 17:11:44
Attachments: STATEMENT OF WITNESS-Lorraine Cordell signed.pdf

Original Message

From: Micheal McKee <m.mckee@michaelcarrollandco.com>
To: GL-highburymccpo <gl-highburymccpo@hmcts.gsi.gov.uk>
Cc: Sally.Gilchrist@met.pnn.police.uk, DistrictJudgeSusanWilliams@judiciary.gsi.gov.uk, info@nexuschambers.com, Peter.Loose@met.pnn.police.uk
Date: 09 March 2015 at 17:10
Subject: CC Police v Simon Cordell
Dear Sirs,
CC Police v Simon Cordell
ASBO Application HCMC 10 March 2015
Please find the attached witness statement of Lorraine Cordell which we will be applying to introduce as evidence on which we will seek rely. We will make this application to the court tomorrow.
Yours faithfully,
MICHAEL CARROLL & CO

Subject:	Fw: Ponders End Floor Plan
From:	Rewired Rewired (re_wired@ymail.com)
To:	lorraine32@blueyonder.co.uk;
Date:	Monday, 9 March 2015, 18:28

On Saturday, 10 August 2013, 13:06, Rewired Rewired <re_wired@ymail.com> wrote:

> ----- Forwarded Message -----
> **From:** Omar Lawrence <omar.niburumedia@gmail.com>
> **To:** too smooth <re_wired@ymail.com>
> **Sent:** Thursday, 1 August 2013, 15:00
> **Subject:** re: Ponders End Floor Plan
>
> FYI...
>
> --
>
> OMAR LAWRENCE
> Niburu Media.
> Enfield Enterprise Centre
> 26-28 Queensway
> Ponders end
> Enfield EN3 4SA

Attachments

- floor plan ponders end festival.pdf (336.39 KB)

Subject:	Password Reset
From:	sales@thecompanywarehouse.co.uk (sales@thecompanywarehouse.co.uk)
To:	Re_wired@ymail.com;
Date:	Monday, 9 March 2015, 20:36



Dear Simon Cordell,

Your New Password Is: **JX86QGFM**

Regards,

TCW Support

Third Party Formations Limited T/A The Company Warehouse
Registered in England and Wales number: 3994971 | VAT Registration number: 830 8066 39

Attachments

- 1.txt (2.69 KB)
- Untitled2.gif (12.83 KB)

From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"; "re wired@ymail.com"
Subject: RE: Simon Cordell Late data for court
Date: 09 March 2015 21:19:00
Attachment The Muswell Hill Festival-emails.pdf
City-Of-london-Court-All.pdf
Court-List-01.pdf
Domains.png
Dr Jarvis.pdf
Enfield-Scouts-Emails.pdf
floor plan ponders end festival.pdf
flyer front and back.jpg
GLOW POSTER 2 (1).pdf
GLOW POSTER 2.pdf
Invoice Number 186186.pdf
LocktoLock A5 back 08.pdf
LocktoLock A5 front 08.pdf
Lock-to-Lock-emails.pdf
Lock-To-Lock-festival.doc
Ponders End Festival Advert-1.mp3
Ponders end festival final (1).pdf
Ponders end festival final.pdf
Ponders End Festival.doc
Ponders End Festival-emails.pdf
Ponders End Stallholder Application Form 2013.doc
Property-Receipt-and-cad-information-for-handing-back-documents.pdf
RE Re Simon Cordell.pdf
RE Simon Cordell Errors on Cases..pdf
RE Simon Cordell Errors on Cases-01.pdf
simon-police.doc
The Christmas Glow Festival-07-12-13.doc The Christmas Glow Festival-07-12-13-emails.pdf The Muswell Hill Festival.doc

Hi Michael/Josey

Please see attached documents Simon asked me to send over this are due to the paper work that has only over the last few days been served by the CPS to us.

Could these please be sent to the Court and CPS

Regards

Lorraine

Simon

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 09 March 2015 17:12
To: re_wired@ymail.com
Cc: lorraine32@blueyonder.co.uk
Subject: Fwd: CC Police v Simon Cordell

----------Original Message ----------
From: Micheal McKee <m.mckee@michaelcarrollandco.com>
To: GL-highburymccpo <gl-highburymccpo@hmcts.gsi.gov.uk>
Cc: Sally.Gilchrist@met.pnn.police.uk, DistrictJudgeSusanWilliams@judiciary.gsi.gov.uk, info@nexuschambers.com, Peter.Loose@met.pnn.police.uk
Date: 09 March 2015 at 17:10
Subject: CC Police v Simon Cordell

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ASBO Application HCMC 10 March 2015

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Yours faithfully,

MICHAEL CARROLL & CO

From: Micheal McKee
To: Lorraine Cordell
Cc: re wired@ymail.com: "JOSEPHINE WARD"
Subject: RE: Simon Cordell Late data for court
Date: 09 March 2015 22:02:52

Lorraine/Simon,
It is unlikely that the court/police will receive these documents in time before the hearing. I would suggest printing 3 copies of each of them and bringing them to court tomorrow, then seeking advice from your instructed barrister.
Kind regards,
Micheal McKee

On 09 March 2015 at 21:19 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Michael/Josey

Please see attached documents Simon asked me to send over this are due to the paper work that has only over the last few days been served by the CPS to us.

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Lorraine

Simon

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To: GL-highburymccpo <gl-highburymccpo@hmcts.gsi.gov.uk>
Cc: Sally.Gilchrist@met.pnn.police.uk, DistrictJudgeSusanWilliams@judiciary.gsi.gov.uk, info@nexuschambers.com, Peter.Loose@met.pnn.police.uk Date: 09 March 2015 at 17:10 Subject: CC Police v Simon Cordell

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ASBO Application HCMC 10 March 2015

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Yours faithfully,
MICHAEL CARROLL & CO

From: Lorraine Cordell
To: "Micheal McKee"
Subject: RE: Simon Cordell Late data for court
Date: 09 March 2015 22:14:00

Hi Michael/Josey
I can only print one copy as I don't have the paper to prink of 3 of each. I could put it on a laptop or USB pen and bring that to court.

I am shocked as until today we could not understand why the police kept updating their statements it was not until Michael explained in court it is only the statements the court goes by.
Also are you sure the CPS has all the documents as they said they have only had one Email in court today and nothing else.

Does this mean they do not have anything not even the list of all the people in the ASBO to attend that we asked for.
I am worried due to when they made the interim hearing no one turned up but Josey did say they all should have been there even then ask it was asked for. As a lot of paper work was sent over due to the 1st full hearing when it could not go ahead.

It is worrying as it seemed to say today by what they said they did not have anything only just one email.
Did you ever hear back from the CPS about the discloser re the Public Order Unit at Scotland Yard?
Regards
Lorraine

From: Micheal McKee [mailto:m.mckee@michaelcarrollandco.com]
Sent: 09 March 2015 22:03
To: Lorraine Cordell
Cc: re_wired@ymail.com; 'JOSEPHINE WARD'
Subject: RE: Simon Cordell Late data for court
Lorraine/Simon,
It is unlikely that the court/police will receive these documents in time before the hearing. I would suggest printing 3 copies of each of them and bringing them to court tomorrow, then seeking advice from your instructed barrister.
Kind regards,
Micheal McKee

On 09 March 2015 at 21:19 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
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Sent: 09 March 2015 17:12

To: re_wired@ymail.com **Cc:** lorraine32@blueyonder.co.uk

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To: GL-highburymccpo <gl-highburymccpo@hmcts.gsi.gov.uk>
Cc: Sally.Gilchrist@met.pnn.police.uk, DistrictJudgeSusanWilliams@judiciary.gsi.gov.uk, info@nexuschambers.com, Peter.Loose@met.pnn.police.uk
Date: 09 March 2015 at 17:10 Subject: CC Police v Simon Cordell

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Yours faithfully,

MICHAEL CARROLL & CO

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 09 March 2015 02:21
To: 'Vicki.McQueen@met.pnn.police.uk'
Subject: RE: Public complaint by your son Simon Cordell

Dear Victoria McQueen

My son had his appeal on the 05/03/2015 which he won, the judge was not happy with the police officer as it was proved he did in fact lie, the judge did in fact tell the police office not to leave the court building. And in fact we did not show all the facts we did have the complaint will need updating to show this police officer lied to 2 judges and in fact got my son convicted wrongly by lying to the 1st hearing judge and got my son banned from driving and points and a fine, and within his statement which the judge noted had not been dated and the fact there was no 101 book for the officer for this day. The ticket was also lost by the police that was issues on the day the police officer started this which was on the 14/11/2014.

The judge sitting at the court was not happy, and in fact stopped the hearing as he could clearly see what the police officer had done. the judges went out and when they came back they told my son he had won his case, the judge then spoke to the CPS about having the real statement and documents from the police officer that day and that the audio files needed to stay on file. he also told the CPS he was not happy about the police officer and this had to be passed on to the right person. Which the CPS said he would do.

We are not happy about what this officer did and the cost it has caused my son and stress to his heath, my sons insurance was going to close his insurance down for no reason only due to what the police office said, days making calls to the police stations trying to prove my son did in fact have no tools in his van on that day, him having to go to the compound where the van was taken to just so they could call his insurance company to prove there was not tools that would have made my son's insurance void, all this due to the police actions on that day for no reason why did he need to lie, days going to court and hearing a police officer lie in 2 courts. I will again be writing an update to the IPCC about what this officer has done.

Could you please get back to me so this complaint can now be started I think the police officer should be changed for what he has done. If anyone else lied in court not just once but 2 times they would end up in prison a police officer doing this is one of the worse cases. And there was no reason for what he did the only reason I can think of is due to my son being mixed raced.

Regards

Lorraine Cordell

From: Vicki.McQueen@met.pnn.police.uk [mailto:Vicki.McQueen@met.pnn.police.uk]
Sent: 11 December 2013 12:44
To: lorraine32@blueyonder.co.uk
Subject: Public complaint by your son Simon Cordell

Ms Cordell,

I tried to call you today to ask you a question about your son's complaint. I was unable to get hold of you. Please can you reply and let me know if your son is disputing his penalty notice or not. If he has requested a Court hearing (which his complaint would tend to indicate) the complaint will be classed as 'sub-judice' which means it will be put on hold until Court proceedings are complete.

Regards,

Victoria McQueen
Detective Sergeant
Customer Service Team

Metropolitan Police Service
Directorate of Professional Standards
Empress State Building

SW61TR

Tel; 02071616455 (786455)

MetSec Code Restricted

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Twitter: @metpoliceuk

From: Agudosi, Gbenga [Gbenga.Agudosi@hmcts.gsi.gov.uk] on behalf of GL-BRENTMCENQ [gl-brentmcenq@hmcts.gsi.gov.uk]
Sent: 09 March 2015 16:31
To: 'lorraine32@blueyonder.co.uk'
Subject: Re:Simon Cordell

Dear sir/Madam,

Thank you for your recent enquiry to the court.

Please note that your enquiry has been considered by one of our legal advisers who has advised that due to the fact that the court did not sentence the said defendant to a disqualification therefore cannot consider such an application to suspend it.

Please do not hesitate to contact us for any other query or further information.

Kind Regards

Gbenga Agudosi

Administrative Officer
North West Area Administration Office
Willesden Magistrates' Court
448 High Road
Willesden
London NW10 2DZ
0208 955 0555

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purposes.

From Micheal
To: McKee
Subject: RE: Simon Cordell Late data for court
Date: 10 March 2015 02:51:04

The police have all of the documents that have been served, the were served by post and receipt has been acknowledged.

On 09 March 2015 at 22:14 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Hi Michael/Josey

I can only print one copy as I don't have the paper to prink of 3 of each. I could put it on a laptop or USB pen and bring that to court

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Regards

Lorraine

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Sent: 09 March 2015 22:03 **To:** Lorraine Cordell
Cc: re_wired@ymail.com; 'JOSEPHINE WARD'
Subject: RE: Simon Cordell Late data for court

Lorraine/Simon,

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Kind regards,

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To: GL-highburymccpo <gl-highburymccpo@hmcts.gsi.gov.uk>
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ASBO Application HCMC 10 March 2015
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We will make this application to the court tomorrow.
Yours faithfully,

MICHAEL CARROLL & CO

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 10 March 2015 07:36
To: 'theresa.dodd@enfield.gov.uk'
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Theresa Dodd

I have asked for a freedom of information request for the data within my emails, I do think there is more dates the Enfield Council are aware of with regards to not just the premises that has been listed below within wards boundaries for Enfield Council.

I therefore am asking for an internal review requests.

Regards

Lorraine Cordell

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 09 March 2015 12:21
To: Lorraine Cordell
Cc: Esg Complaints
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Ms. Cordell,

In terms of the number of events there was one further rave that took place on 25th March 2013 at Progress Way, other than this occurrence I have provided you with the dates and locations of all the illegal raves/parties that are recorded on our database as well as all other data we hold that you requested. The rave on March 25th 2013 was attended by the Out of Hours Noise Team, assistance was requested from the police but they were unable to help on that occasion.

The events at Crown Road were over a period of several weeks not months, during which time we were in regular contact with the new site owners who worked to get the site secured and the power turned off. The Out of Hours Noise Team undertook observations of the noise during the event on May 31st/June 1st but did not visit the party as the team decided that it was unsafe to do so due to the nature and location of the event and provided information to the daytime officer who ensured the owners undertook the necessary works.

The complaints received on Sunday June 8th were all received after the council's Out of Hours Service had finished at 03:00 and therefore no response was possible.

The Out of Hours Team respond to all complaints received but will only visit a premises where it is safe for them to do so and in the case of illegal raves/parties quite often there are officer safety issues which prevent visits at night time during the event, unless police support can be gained. Following illegal raves/parties we do make every effort to get a building secured as soon as possible to prevent the same thing happening again.

Yours sincerely

Ned Johnson
Principal Officer Health Safety & Pollution
Pollution Control, Planning & Licensing Enforcement
Planning, Highways & Transportation

Regeneration & Environment Department
Enfield Council

www.enfield.gov.uk

Protect the Environment – Think Before You Print.

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 15:22
To: Ned Johnson
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Ned Johnson

Thank you for the reply to the freedom of information act I put in.

I do however believe there is a lot of data that has been left out, so maybe I need to clarify the data that is being requested.

- To information is regarding Disused or abandoned buildings or any industrial estates buildings or open air land. For the dates all of 2013 to date.

- This would include all data if there were occupiers/squatters in said building/parties/raves. This would include the dates these buildings/Disused or abandoned buildings/ or any industrial estates was first known to the Environment & Street Scene Department.

- All information would cover all wards boundaries for Enfield Council.

Information is also needed for some areas within the Enfield Council borough.

- Within the area of Pretoria Road N.
- Within the area of A406.
- Within the area of Montagu Road.
- Within the area of Meridian Way.
- Within the area of Ponders End Train Station.
- Within the area of Woodall Road.
- Within the area of Wharf Road.
- Within the area of Millmarsh Lane.
- Within the area of A10 Great Cambridge Road.
- Within the area of Crown Road.
- Within the area of Southbury Road.

The information would cover if police were in attendance, if calls were made to the Environment & Street Scene Department by police, and any police officer information that the Environment & Street Scene Department holds about any police officer.

This information would also include any calls that were made from the Environment & Street Scene Department to police in relation to any Disused or abandoned buildings or any industrial estates buildings or open air land that the Environment & Street Scene Department felt could have a problem with.

There is also an issue with the information in your email

- 18/5/14: 3 calls after event
- 19/5/14: 6 calls after event
- 21/5/14: 1 call after event

But have not given the date of the event itself, are the below layout ones was when events have taken place as it just has calls at the end of the dates could you please clarify

- 31/5/14: 2 calls
- 1/6/14: 6 calls

Also in your email it seems that there was more of a problem with crown road over some months but from how I am reading your email it seems no one ever attended from the Environment & Street Scene Department on any of the dates in your list can this also be clarified in more detail.

I know you have until the 10/03/2015 to supply the information I have asked for. But I do feel your email was very incomplete, I do hope that I have not got to wait 20 more days now as I need all the data by 10/03/2015 and I did ask for all information and I feel that has not been given.

Could you get back to me via email as to the time it will take to get all the information I have asked for within my request?

Regards

Lorraine

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 05 March 2015 16:39
To: lorraine32@blueyonder.co.uk
Cc: Esg Complaints
Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Thank you for your email received on February 10th 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:

8/6/14, no time recorded, Progress Way, Enfield.

Any paper work was served to any person/persons and if need known. copies of any paper work served:

No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:
13/6/14: 1 call
12/6/14: 2 calls after event
9/6/14: 2 calls after event
8/6/14: 6 calls

7/6/14: 8 calls

Leeside Road:
15/7/13: 1 call after event

46 Crown Road:
18/5/14: 3 calls after event
19/5/14: 6 calls after event
21/5/14: 1 call after event
31/5/14: 2 calls
1/6/14: 6 calls
2/6/14: 4 calls after event
4/6/14: 1 call after event
6/6/14: 1 call
8/6/14: 3 calls
9/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted.

Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties.

No reports made.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Theresa Dodd
Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540
Email - theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely

Ned Johnson
Principal Officer Pollution
Pollution Control, Planning & Licensing Enforcement
Planning, Highways & Transportation
Regeneration & Environment Department
Enfield Council

www.enfield.gov.uk

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ENFIELD
Connected

IMPORTANT

Every Enfield resident should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time. Click here to get connected.

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From: Tracy Bullock [tracey.bullock@dvla.gsi.gov.uk]

Sent: 10 March 2015 11:18

To: 'lorraine32@blueyonder.co.uk'

Subject: DVLA, Mr Cordell Dear Mr Cordell

Thank you for your Email, I would like to inform you that full details of your driver record will be sent to you by post.

Many Thanks

Tracey Bullock

Administrative Officer

Court Casework D9 | DVLA | Swansea | SA99 1AY GTN 1213 Ext. 86326

(01792) 786326

L#^cid:image001.png@01CFCB6E.B7248A20

8 June 2015 - the counterpart is abolished

Find out more at: www.gov.uk/dvla/nomorecounterpart

Twitter: | Facebook: | YouTube:

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Subject: Review your Formation of Too Smooth Ltd

From: sales@thecompanywarehouse.co.uk (sales@thecompanywarehouse.co.uk)

To: Re_wired@ymail.com;

Date: Wednesday, 11 March 2015, 15:00

Dear Simon Cordell,

Thank you for ordering your company formation from The Company Warehouse. Your company has now been formed and your documents are available to download from our website.

We would like to know what you think of our service and we would appreciate it if you would write a review about your recent formation of Too Smooth Ltd

Using the following link will take you to the review website eKomi.co.uk where you will be able to submit your review.

Submit your review with eKomi.co.uk

If you have any questions about your company formation, or about your business more generally, please don't hesitate to give us a call on 0800 0828 727

Kind regards,

The Company Warehouse

Third Party Formations Limited T/A the Company Warehouse

Registered in England and Wales number: 3994971 | VAT Registration number: 830 8066 39

Attachments

1.txt (3.40 KB)

Untitled2.gif (12.83 KB)

Subject:	Getting Started with Checkfront
From:	Checkfront (support@checkfront.com)
To:	re_wired@ymail.com;
Date:	Tuesday, 17 March 2015, 22:55

Welcome to Checkfront!

You're only a few easy steps away from dramatically increasing your online sales and streamlining your booking process.

OK, This is Important:

Please verify your email address for this account:

→ Verify email address (re_wired@ymail.com) ←

This helps secure your system.

Next:

1 Create an item in your inventory for customers to book or reserve.
You can add bookable items (nightly, daily or hourly), packages, and even static items.

2 Make a test booking for the new item.
This helps you understand what your customers will see when they go to book.

3 Plug Checkfront into a page on your existing website!
We've made this really easy, no matter what your website uses.

I'm Ready - Let's Get Started!

To check off your first to-do's, use the links above or login to your company's Checkfront account here:

Login ID: re_wired

Admin URL: https://toosmooth.checkfront.co.uk (bookmark me)

Have a Smartphone?
Download our Mobile Apps for iPhone, iPad or Android and manage your business anywhere.

Need a Hand?
Swing on over to our support section where you'll find our Tutorials, FAQs, and developer documentation.

Get in Touch:
Have a burning pre-sales question? Wondering if Checkfront can work for your particular business? Drop us an email here and we'll get back to you right away!

Say hello: Twitter Google+ Facebook

Checkfront Inc. www.checkfront.com
Smart, Simplified Online Bookings

You are receiving this email for Too Smooth: Unsubscribe

Subject: **Account request for Too Smooth**

From: **Checkfront(support@checkfront.com**

To: re_wired@ymail.com;

Date: **Wednesday, 18 March 2015, 11:20**

Hello,

You have requested your account information on Checkfront for Too Smooth.

If you wish to reset your password please use the link provided.

If you didn't make this request, please discard.

- Your Login ID: re_wired
- Reset password url: https://toosmooth.checkfront.co.uk/login/?k=a1ff6ddd3150bd94e12b084684c057197e7f867df44e850e34b828221b155e7d1

* Please remember we never ask for your password, or personal information on your account via e-mail.

Checkfront
http://www. checkfront. com

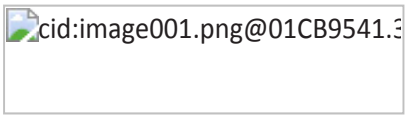
From: Melanie Tyman [melanietwyman@broadsuredirect.com]
Sent: 13 March 2015 11:49
To: lorraine32@blueyonder.co.uk
Subject: REF: 00-COSX14MT07-ID<86> OpenAttach Documents

Hi Lorraine
As requested below are the payments which have been made to date on the Motor Trade policy from the renewal date of 19/08/2014:
The premium of £1452.51 was originally fully financed with Close Brothers premium Finance on an 11-monthly scheme with monthly collections of £149.21, below are the payments collected via Close:
1st instalment due 21/10 for £298.45 (double collection to bring account up to date as the 1st facility cancelled due to default and a new facility was set hence the double collection) -rejected Reapplied 31/10/2014 for £298.45 + £30.00 default fee - payment successful

2nd instalment due 19/11 for £149.21 - rejected
Card payment made on 08/12/2014 for £179.21 (instalment plus default fee)
3rd instalment due 19/12/2014 for £149.21 - rejected
Card payment made on 09/01/2015 for £179.21 (instalment plus default fee)
4th instalment due 19/01/2015 for £149.21 - rejected

J.L
As the 4th payment was never made the account cancelled on the 10/02/2015 with a balance owed of £996.37
We then arranged a revised payment plan for the outstanding amount of £996.37 of 1 instalment of £180.00 & 4 instalments of £204.09, below are the payments which have currently been made on the revised payment plan:
£180.00 paid 11/02/2015 £204.09 paid 13/03/2015
To summarize the total collected by Close Brothers Premium Finance totals £686.87, of which £90.00 were default fees, the total paid to our office currently stands at £384.09, with 3 remaining collections due of £204.09 scheduled for 11/04/2015, 11/05/2015 & 11/06/2015.
I hope you find the above in order, if you have any queries please do not hesitate to contact us.
Many thanks

Melanie Twyman Finance Manager



Finance Department
t: 01843 594477
f: 01843 594488

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

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 13 March 2015 20:35
To: 'Melanie Tyman'
Subject: RE: 00-COSX14MT07-ID<86> OpenAttach Documents

Hi Melanie Twyman

Thank you for the below email, could i please ask for some other information please for my records.

Could you please send me all details since April 2014 as to what payments were made and which polices and the name of the companies the policies applied to?

The reason's as to why policies where stopped and if any charges was included to policies being stopped.

From my records he had policies started with:

- Policy plan started on the 14/04/2014 deposit paid on this one. Could you confirm the deposit paid? and how much 1 month insurance with them should have cost, I have been told by yourself you lost money due to this policy the problem is I do not understand why still we was never told this by Martin the 1st time we new you had lost money on this policy was when I spoke to you. Policy plan took the insurance cover out knowing the 2 claims was in place, It was not Simon fault that after one month into the policy starting Policy plan took issue with it and closed the policy due to this. Why is it the case you say you lost £400+ on this policy when I had paid I think around £300 deposit this would mean 1 months insurance cost over £700+ when it was Policy plan issue they new the 2 claims was in force so why is it we was never told as we would never of allowed the amount to be paid to them knowing it was down to them they are the ones that stopped the policy not my son.

- 1 month later after this policy started Policy plan stopped it due to the 2 claims that where on record with KGM.

- But I know they new about the claims when the policy started as Martin had told them this before they started the policy,
- I believe Martin also told them 1 claim was due to be removed, KGM did take there time removing this claim In the end I had to deal with it and it was removed I sent over the details to Martin and it was confirmed it was removed this should have not been kept on Simon record as he did not own the Vehicle and proved this. Could it also be confirmed this is not on record for Simon.

- The 2nd claim was classed as no fault later I believe could this be confirmed please?

- 2nd policy started 19/05/2015 Co Vea insurance could you please tell me date this police stopped and what reason and also how much had been paid.

- 3rd policy started Policy plan not sure of start date of this.

There should have only been 3 policies since April 2014. But I would like all information on each of them. And all payments made. I have also been sending emails to Martin but have had no replies I have also asked him to send Simon No claims discount but nothing has been sent.

I have some real issues as said many times due to the KGM policy Simon had forked out a lot of money that he should never have had to. There are around 9 Vehicle seizers at a cost to Simon of around £1800. There are all the dates he had to go to court for no insurance due to the errors on the MID database from 2013/2014 while the KGM policy was in place. And due to 4 of them cases where no summons was sent he was found guilty and points added he had his licence revoked 3 times and has not been able to drive.

there is the date of the 14/11/2013 where the police lied to KGM to void his insurance which nearly happened and due to KGM failing to deal with 3 subject access requests Simon was found guilty and banned from driving £1000 he had to paid the court and 6 points on his licence due to the police officer lied to the Judge under oath about the so called tools being in the so he was found guilty again. this went to appeal and was heard on the 05/03/2015 but this time due to me dealing with KGM in a way I should not have had to, I did in fact get the

information that was needed to prove in fact the police officer lied, the Judge was appalled and that is using mid words as to what was said in court because once again the police officer lied under oath to the judge in fact the police officer was told not to leave the court building. Simon won this case and there is a huge complaint with the police at this time. Simon for the appeal had to pay for a barrister at the cost of £2475.00

Martin was also asked to do a witness statement for this case but failed to do so.

He still has 2 more appeals for no insurance one listed for May 2015 most of his 2014/2015 insurance he has not been able to drive due to KGM and what they made happen to his driving licence. But I know cancelling an insurance policy after it has started would incur large costs so we have just been paying for something he has really not been able to use. So yes a claim for costs will be going into KGM which will be a large about of money. For what has happened to my son as he not been able to work also due to his job which he does need to drive to do this and has not been able to do so.

I also believe I am now going to have to put a subject access request under the data protection act 1994 into Broadsure Direct to get all the data as Martin has stopped replying to my emails.

If you can confirm the above I would be grateful as I will need these for my record.

Regards

Lorraine Cordell

From: Melanie Tyman [mailto:melanietwyman@broadsuredirect.com]
Sent: 13 March 2015 11:49
To: lorraine32@blueyonder.co.uk
Subject: REF: 00-COSX14MT07-ID<86> OpenAttach Documents

Hi Lorraine

As requested below are the payments which have been made to date on the Motor Trade policy from the renewal date of 19/08/2014:

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4th instalment due 19/01/2015 for £149.21 – rejected

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I hope you find the above in order, if you have any queries please do not hesitate to contact us.

Many thanks

Melanie Twyman Finance Manager

cid:image001.png@01CB9541.:

Finance Department t: 01843 594477 f: 01843 594488

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

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

Sent: 13 March 2015 22:32

To: 'info@broadsuredirect.com'

Subject: Re: Data Protection team

Attachments: Data-Protection-Broadsure. doc To Whom It May Concern:

Could you please forward the attached document to your team that deals with subject access requests under the data protection Act 1998

Could you please confirm by return email that this has been done and if there will be a fee needed?
Regards

Simon Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 14 March 2015 00:31
To: 'Tracy Bullock'
Subject: RE: DVLA, Mr Cordell
Attachments: appeal-driving-outcome.pdf; S Cordell 020215.pdf

Dear Tracey Bullock
Thank you for the email I did in fact get your letter today dated the 09/03/2015 ref: 29597142
I would like to ask if you have had the above update as of yet for the case listed in your letter as 26/11/2014, as noted in your letter. The appeal hearing was heard on the 05/03/2015 and I won my appeal.

So, this case is dealt with please see attached document from the crown court re the appeal hearing but, on their letter, even they have put the date not correct they put the 29/08/2014 as noted that was removed by the court on the 06/10/2014, and I was again found guilty on the 26/11/2014. The appeal was for this date and not the 29/08/2014 as I had already had this date reopened and that was removed. I am contacting the court and asking for a new letter to be sent with the right date on it as this is just a mess.

I have also noted you said that the licence was revoked on the 07/02/2015 by DVLA. Due to all the mess-up with my insurance with KGM from the 2013/2014 and it not showing up on the MID database, there were a list of cases that I did not get a summon for so did not know I had to attend court, and was found guilty due to not attending court, a number of calls have been made to DVLA in regards to this, this is why cases have been reopened due to the mess up with the courts and also appeals put in to the courts due to I could not take no more of the mess ups .

Could you also please tell me how many points are on my licence and if it is still revoked? I believe the revoke was for the case I have just won on appeal and would believe that DVLA should have been updated to this already, so believe the revoke should not still be in place as the court has now seen the error and corrected this so i should never have been convicted and then you would never have revoked my licence, could you please confirm this by email so I know if I can drive or not and if all the points are off my licence or I still have points on there.

I was trying to address all the wrong convictions against my name due to the errors in the MID I have really done nothing wrong to lose my driving licence I was insured to drive please see KGM LOI. I do understand that this will need to come from a court but I am very upset due to everything that has happened when I had paid for my insurance to drive.
I am in fact paying for insurance right now which due to this mess with the KGM insurance and the courts this has caused me to suffer badly when I should not have had to I am in fact paying for insurance from 2014 to 2015 that I can't even use due to all this mess. So I am insured but cannot drive. My insurance is not cheap it is costing me around £1600.00 this is not a small amount to be paying yet I cannot drive due to this mess.

I do have an appeal date for the case you have dated 26/01/2015 that is in May 2015, but I am really suffering here due to all these errors due to the MID database not showing me as being insured. I am trying to address all of these issues and have sent 100's of emails to courts CPS and have even had to file Appeals because the cases have not been addressed correctly by the courts, I have sent my insurance documents to the courts so many times.
Even the last appeal case the judge was appalled due to what has happened to me.

I also know there is more dates when the courts added points ect to my driving licence and then they were removed due to me proving I was insured. I do have a claim ongoing and need to show how much this has affected my life. These have not been included in your letter, could you please look at my driving record from 2013 to date of all cases that the court added points ect and then they were removed as I need to prove the impact this has had on my life I also know there were I believe 1 or 2 more times my Licence was revoked and then put back in place due to the court updating DVLA and I do know there is more dates you have not included in your letter.

Could you please get back to me by email ASAP to tell me if I am now allowed to drive or if my licence is still revoked due to the errors of the courts and Insurance Company and if any points are still on there?

Could you also please confirm everything also in writing so I do have a letter confirming everything as things are still being addressed also with the courts and there is still one appeal date?

Regards Simon Cordell
From: Tracy Bullock [mailto:tracey.bullock@dvla.gsi.gov.uk]
Sent: 10 March 2015 11:18
To: 'lorraine32@bl ueyonder.co.uk'
Subject: DVLA, Mr Cordell

Dear Mr Cordell
Thank you for your Email, I would like to inform you that full details of your driver record will be sent to you by post.
Many Thanks
Tracey Bullock
Administrative Officer

Court Casework D9 | DVLA | Swansea | SA99 1AY GTN 1213 Ext. 86326
(01792) 786326
cid:image001.png@01CFCB6E.B7248A20

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Find out more at: www.gov.uk/dvla/nomorecounterpart

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From: Melanie Tyman [melanietwyman@broadsuredirect.com]
Sent: 16 March 2015 11:54
To: 'Lorraine Cordell'
Cc: martinjenkin@broadsuredirect.com
Subject: RE: 00-COSX14MT07-ID<86> OpenAttach Documents

Hi Lorraine.

Thank you for your email.

As advised by telephone today I will detail the payments made on the policies incepted from April 2014 as requested. All queries not related to payment collections will be confirmed to you by Martin Jenkin, he has advised he will be contacting you today to discuss further.

I will be on Annual Leave as from 19/03/2015 so if you have any questions please email to martinjenkin@broadsuredirect.com

Breakdown of payments:

Insurers: Policy Plan
Policy no: PPAMT74092
Policy inception: 17/04/2014
Cancelled: 19/05/2014

Total monies paid: a deposit payment: £300.00
Time on Risk charged by Policy Plan: £462.80

Broadsure write off at cancellation: £162.80

Insurers: Covea
Policy no: MT10021608047
Policy inception: 19/05/2014
Cancelled: 20/08/2014

Total monies paid: a deposit & 1 direct debit collection: £353.87 (deposit of £157.20, 1 direct debit collection of £196.67, a further £30.00 was retained by finance providers for default fee)
Time on risk charged by Cove £532.18

Broadsure write off at cancellation: £100.16

(Please also note that at inception we discounted the premium by £145.00)

This takes us to the policy which is currently active and details of collections relating to that policy has been confirmed in my original email.

I hope you find the above in order, please you have any queries please do not hesitate to contact us.

Kind regards

Melanie Twyman
Finance manager

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 March 2015 20:35
To: 'Melanie Tyman'
Subject: RE: 00-COSX14MT07-ID<86> OpenAttach Documents

Hi Melanie Twyman

Thank you for the below email, could i please ask for some other information please for my records.

Could you please send me all details since April 2014 as to what payments were made and which polices and the name of the companies the policies applied to?

The reason's as to why policies where stopped and if any charges was included to policies being stopped.

From my records he had policies started with:

- Policy plan started on the 14/04/2014 deposit paid on this one. Could you confirm the deposit paid? and how much 1 month insurance with them should have cost, I have been told by yourself you lost money due to this policy the problem is I do not understand why still we was never told this by Martin the 1st time we new you had lost money on this policy was when I spoke to you. Policy plan took the insurance cover out knowing the 2 claims was in place, It was not Simon fault that after one month into the policy starting Policy plan took issue with it and closed the policy due to this. Why is it the case you say you lost £400+ on this policy when I had paid I think around £300 deposit this would mean 1 months insurance cost over £700+ when it was Policy plan issue they new the 2 claims was in force so why is it we was never told as we would never of allowed the amount to be paid to them knowing it was down to them they are the ones that stopped the policy not my son.

- 1 month later after this policy started Policy plan stopped it due to the 2 claims that where on record with KGM.

- But I know they new about the claims when the policy started as Martin had told them this before they started the policy,
- I believe Martin also told them 1 claim was due to be removed, KGM did take there time removing this claim In the end I had to deal with it and it was removed I sent over the details to Martin and it was confirmed it was removed this should have not been kept on Simon record as he did not own the Vehicle and proved this. Could it also be confirmed this is not on record for Simon.

- The 2nd claim was classed as no fault later I believe could this be confirmed please?

- 2nd policy started 19/05/2015 Co Vea insurance could you please tell me date this police stopped and what reason and also how much had been paid.

- 3rd policy started Policy plan not sure of start date of this.

There should have only been 3 policies since April 2014. But I would like all information on each of them. And all payments made. I have also been sending emails to Martin but have had no replies I have also asked him to send Simon No claims discount but nothing has been sent.

I have some real issues as said many times due to the KGM policy Simon had forked out a lot of money that he should never have had to. There are around 9 Vehicle seizers at a cost to Simon of around £1800. There are all the dates he had to go to court for no insurance due to the errors on the MID database from 2013/2014 while the KGM policy was in place. And due to 4 of them cases where no summons was sent he was found guilty and points added he had his licence revoked 3 times and has not been able to drive.

there is the date of the 14/11/2013 where the police lied to KGM to void his insurance which nearly happened and due to KGM failing to deal with 3 subject access requests Simon was found guilty and banned from driving £1000 he had to paid the court and 6 points on his licence due to the police officer lied to the Judge under oath about the so called tools being in the so he was found guilty again. this went to appeal and was heard on the 05/03/2015 but this time due to me dealing with KGM in a way I should not have had to, I did in fact get the information that was needed to prove in fact the police officer lied, the Judge was appalled and that is using mid words as to what was said in court because once again the police officer lied under oath to the judge in fact the police officer was told not to leave the court building. Simon won this case and there is a huge complaint with the police at this time. Simon for the appeal had to pay for a barrister at the cost of £2475.00

Martin was also asked to do a witness statement for this case but failed to do so.

He still has 2 more appeals for no insurance one listed for May 2015 most of his 2014/2015 insurance he has not been able to drive due to KGM and what they made happen to his driving licence. But I know cancelling an insurance policy after it has started would incur large costs so we have just been paying for something he has really not been able to use. So yes a claim for costs will be going into KGM which will be a large about of money. For what has happened to my son as he not been able to work also due to his job which he does need to drive to do this and has not been able to do so.
I also believe I am now going to have to put a subject access request under the data protection act 1994 into Broadsure Direct to get all the data as Martin has stopped replying to my emails.
If you can confirm the above, I would be grateful as I will need these for my record.
Regards
Lorraine Cordell

From: Melanie Tyman [mailto:melanietwyman@broadsuredirect.com]
Sent: 13 March 2015 11:49
To: lorraine32@blueyonder.co.uk
Subject: REF: 00-cOsX14MT07-ID<86> OpenAttach Documents

Hi Lorraine
As requested below are the payments which have been made to date on the Motor Trade policy from the renewal date of 19/08/2014:
The premium of £1452.51 was originally fully financed with Close Brothers premium Finance on an 11-monthly scheme with monthly collections of £149.21, below are the payments collected via Close:
1st instalment due 21/10 for £298.45 (double collection to bring account up to date as the 1st facility cancelled due to default and a new facility was set hence the double collection) -rejected Reapplied 31/10/2014 for £298.45 + £30.00 default fee - payment successful

2nd instalment due 19/11 for £149.21 - rejected
Card payment made on 08/12/2014 for £179.21 (instalment plus default fee)
3rd instalment due 19/12/2014 for £149.21 - rejected
Card payment made on 09/01/2015 for £179.21 (instalment plus default fee)
4th instalment due 19/01/2015 for £149.21 - rejected
As the 4th payment was never made the account cancelled on the 10/02/2015 with a balance owed of £996.37
We then arranged a revised payment plan for the outstanding amount of £996.37 of 1 instalment of £180.00

& 4 instalments of £204.09, below are the payments which have currently been made on the revised payment plan:
£180.00 paid 11/02/2015 £204.09 paid 13/03/2015
To summarize the total collected by Close Brothers Premium Finance totals £686.87, of which £90.00 were default fees, the total paid to our office currently stands at £384.09, with 3 remaining collections due of £204.09 scheduled for 11/04/2015, 11/05/2015 & 11/06/2015.

I hope you find the above in order, if you have any queries please do not hesitate to contact us.
Many thanks
Melanie Twyman Finance Manager

cid:image001.png@01CB9541.3
Finance Department t: 01843 594477 f: 01843 594488
Broadsure Direct - Telephone number: 01843 594477 - Fax Number: 01843 594488
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Broadsure Direct Is Authorised and regulated by the Financial Conduct Authority.
No virus found in this message.
Checked by AV G - www.avg.com
Version: 2013.0.3495 / Virus Database: 4257/9297 - Release Date: 03/14/15

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 17 March 2015 13:12
To: 'tracey.bullock@dvla.gsi.gov.uk'
Subject: FW: DVLA, Mr Cordell
Attachments: appeal-driving-outcome.pdf; S Cordell 020215.pdf

Dear Tracey Bullock
I have not had a reply to my below email and therefore was wondering if there were any updates.
Regards Simon Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 14 March 2015 00:31
To: 'Tracy Bullock'
Subject: RE: DVLA, Mr Cordell

Dear Tracey Bullock
Thank you for the email I did in fact get your letter today dated the 09/03/2015 ref: 29597142
I would like to ask if you have had the above update as of yet for the case listed in your letter as 26/11/2014, as noted in your letter. The appeal hearing was heard on the 05/03/2015 and I won my appeal.

So this case is dealt with please see attached document from the crown court re the appeal hearing but on their letter even they have put the date not correct they put the 29/08/2014 as noted that was removed by the court on the 06/10/2014, and I was again found guilty on the 26/11/2014. The appeal was for this date and not the 29/08/2014 as I had already had this date reopened and that was removed. I am contacting the court and asking for a new letter to be sent with the right date on it as this is just a mess.

I have also noted you said that the licence was revoked on the 07/02/2015 by DVLA. Due to all the mess-up with my insurance with KGM from the 2013/2014 and it not showing up on the MID database, there were a list of cases that I did not get a summon for so did not know I had to attend court, and was found guilty due to not attending court, a number of calls have been made to DVLA in regards to this, this is why cases have been reopened due to the mess up with the courts and also appeals put in to the courts due to I could not take no more of the mess ups .

Could you also please tell me how many points are on my licence and if it is still revoked? I believe the revoke was for the case I have just won on appeal and would believe that DVLA should have been updated to this already, so believe the revoke should not still be in place as the court has now seen the error and corrected this so i should never have been convicted and then you would never have revoked my licence, could you please confirm this by email so I know if I can drive or not and if all the points are off my licence or I still have points on there.

I was trying to address all the wrong convictions against my name due to the errors in the MID I have really done nothing wrong to lose my driving licence I was insured to drive please see KGM LOI. I do understand that this will need to come from a court but I am very upset due to everything that has happened when I had paid for my insurance to drive.

I am in fact paying for insurance right now which due to this mess with the KGM insurance and the courts this has caused me to suffer badly when I should not have had to, I am in fact paying for insurance from 2014 to 2015 that I can't even use due to all this mess. So, I am insured but cannot drive. My insurance is not cheap it is costing me around £1600.00 this is not a small amount to be paying yet I cannot drive due to this mess.

I do have an appeal date for the case you have dated 26/01/2015 that is in May 2015, but I am really suffering here due to all these errors due to the MID database not showing me as being insured. I am trying to address all of these issues and have sent 100's of emails to courts CPS and have even had to file Appeals because the cases have not been addressed correctly by the courts, I have sent my insurance documents to the courts so many times.
Even the last appeal case the judge was appalled due to what has happened to me.

I also know there is more dates when the courts added points ect to my driving licence and then they were removed due to me proving I was insured. I do have a claim ongoing and need to show how much this has affected my life. These have not been included in your letter, could you please look at my driving record from 2013 to date of all cases that the court added points ect and then they were removed as I need to prove the impact this has had on my life I also know there were I believe 1 or 2 more times my Licence was revoked and then put back in place due to the court updating DVLA and I do know there is more dates you have not included in your letter.

Could you please get back to me by email ASAP to tell me if I am now allowed to drive or if my licence is still revoked due to the errors of the courts and Insurance Company and if any points are still on there?

Could you also please confirm everything also in writing so I do have a letter confirming everything as things are still being addressed also with the courts and there is still one appeal date?
Regards
Simon Cordell

From: Tracy Bullock [mailto:tracey.buNock@dvla.gsi.gov.uk]
Sent: 10 March 2015 11:18
To: 'lorraine32@bl ueyonder.co.uk'
Subject: DVLA, Mr Cordell

Dear Mr Cordell
Thank you for your Email, I would like to inform you that full details of your driver record will be sent to you by post.
Many Thanks
Tracey Bullock
Administrative Officer

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From: Tracy Bullock [tracey.bullock@dvla.gsi.gov.uk]
Sent: 18 March 2015 12:46
To: 'Lorraine Cordell'
Subject: RE: DVLA, Mr Cordell
Attachments: Cordell.doc

Dear Mr Cordell
Thank you for your Email, please see attached letter to the Crown Court to which we are awaiting a reply.

Your driving licence was revoked due to it not being returned for updating with the latest hearing details of the 26/01/2015, however as a gesture of goodwill due to incorrect information being provided by the Crown Court, we will lift this revocation to enable you to drive pending the outcome of your case. In the meantime, you will need to forward your licence to us for updating, we appreciate you are returning to court regarding this offence in May, however by law the information needs to be updated onto your current driving licence until this date.

Should your appeal be successful we will then issue you with a free replacement licence.

In reply to your query regarding the points on your record I can confirm there are 6 points for the IN10 offence of the 20/05/2014 and 6 points for the IN10 offence for the 01/01/2014, however these can be removed when instructed by the Court.

I hope this information will be helpful.
Tracey Bullock
Administrative Officer
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Simon Cordell

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Many Thanks

Tracey Bullock

Administrative Officer

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 13:56
To: 'Tracy Bullock'
Subject: RE: DVLA, Mr Cordell
Attachments: Appeal-Harrow-14-05-2015. Pdf

Dear Tracey Bullock
Thank you for the reply to my email.
Can you please tell me which case the 20/05/2014 was for and what court dealt with it please and what date it was dealt on by the court as this was not included in your letter and I knew nothing about this case until today so I will have to contact the court who dealt with this and get it addressed, as I was insured.

I know about the date of the 01/01/2014 as this one is going to appeal please see the appeal date letter attached. This one is going to appeal on the 14/05/2015 at Harrow crown court.

The date of the 14/11/2013 has had the appeal hearing and this was won on the 05/03/2015 which you should have had the information from the court to remove this case from your records.

But I know there were more dates that cases were heard at court and I was found guilty and points were added and then removed since 2013 to date it is these dates I would like included to show the problems I have had when paying for insurance and errors due to it not showing on the MID database as I was in fact insured.

Sorry for the time this is taking it is such a mess as dates was not sent nor summons and I was found guilty when I was insured, I have written so many emails to the courts and CPS but don't get replies all I want is to get all these cases sorted so there is no points on my licence and back to normal.
Regards
Simon Cordell

From: Tracy Bullock [mailto:tracey.bullock@dvla.gsi.gov.uk]
Sent: 18 March 2015 12:46
To: 'Lorraine Cordell'
Subject: RE: DVLA, Mr Cordell

Dear Mr Cordell
Thank you for your Email, please see attached letter to the Crown Court to which we are awaiting a reply.
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Should your appeal be successful we will then issue you with a free replacement licence.

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Regards
Simon Cordell

From: Tracy Bullock rmailto:tracey.bullock@dvla.gsi.gov.ukl
Sent: 10 March 2015 11:18
To: 'lorraine32@bl ueyonder.co.uk'
Subject: DVLA, Mr Cordell

Dear Mr Cordell
Thank you for your Email, I would like to inform you that full details of your driver record will be sent to you by post.
Many Thanks
Tracey Bullock
Administrative Officer

Court Casework1 D9 | DVLA | Swansea | SA99 1AY GTN 1213 Ext. 86326
(01792) 786326
cid:image001.png@01CFCB6E.B7248A20
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From: Tracy Bullock [tracey.bullock@dvla.gsi.gov.uk]
Sent: 18 March 2015 14:39
To: 'Lorraine Cordell'
Subject: RE: DVLA, Mr Cordell

Dear Mr Cordell

The Court case with the offence date of the 20/05/2014 is as follows :-

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Date of Conviction – 06/11/2014
Offence – IN10
Date of Offence – 20/05/2014
Fine - £600
Points – 6

South East London Magistrates' Court
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Telephone no - 020 8437 3500

Hope this information is of help to you

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Twitter: @dvlagovuk | Facebook: dvlagovuk | YouTube: dvlagov

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Subject: RE: DVLA, Mr Cordell

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I was trying to address all the wrong convictions against my name due to the errors in the MID I have really done nothing wrong to lose my driving licence I was insured to drive please see KGM LOI. I do understand that this will need to come from a court but I am very upset due to everything that has happened when I had paid for my insurance to drive.

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 15:07
To: 'Tracy Bullock'
Subject: FW: DVLA, Mr Cordell

Dear Tracey Bullock

Just an update to the below email as I just spoke to the court they never acted on the statutory-declaration filed to the court on the 02/12/2014 and just closed it, the case was never re opened for some reason the lady is trying to get the file now and she going to call me back this is for the date 20/05/2014. getting so upset over all of this mess the court tell you to do something you do what you are told file the right things and wait for a date how can a court not action a legal document file is beyond me.

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for a new letter to be sent with the right date on it as this is just a mess.

I have also noted you said that the licence was revoked on the 07/02/2015 by DVLA. Due to all the mess-up with my insurance with KGM from the 2013/2014 and it not showing up on the MID database, there were a list of cases that I did not get a summon for so did not know I had to attend court, and was found guilty due to not attending court, a number of calls have been made to DVLA in regards to this, this is why cases have been reopened due to the mess up with the courts and also appeals put in to the courts due to I could not take no more of the mess ups .

Could you also please tell me how many points are on my licence and if it is still revoked? I believe the revoke was for the case I have just won on appeal and would believe that DVLA should have been updated to this already, so believe the revoke should not still be in place as the court has now seen the error and corrected this so i should never have been convicted and then you would never have revoked my licence, could you please confirm this by email so I know if I can drive or not and if all the points are off my licence or I still have points on there.

I was trying to address all the wrong convictions against my name due to the errors in the MID I have really done nothing wrong to lose my driving licence I was insured to drive please see KGM LOI. I do understand that this will need to come from a court but I am very upset due to everything that has happened when I had paid for my insurance to drive.

I am in fact paying for insurance right now which due to this mess with the KGM insurance and the courts this has caused me to suffer badly when I should not have had to I am in fact paying for insurance from 2014 to 2015 that I cant even use due to all this mess. So I am insured but cannot drive. My insurance is not cheap it is costing me around £1600.00 this is not a small amount to be paying yet I cannot drive due to this mess.

I do have an appeal date for the case you have dated 26/01/2015 that is in May 2015, but I am really suffering here due to all these errors due to the MID database not showing me as being insured. I am trying to address all of these issues and have sent 100's of emails to courts CPS and have even had to file Appeals because the cases have not been addressed correctly by the courts, I have sent my insurance documents to the courts so many times.

Even the last appeal case the judge was appalled due to what has happened to me.

I also know there is more dates when the courts added points ect to my driving licence and then they were removed due to me proving I was insured. I do have a claim ongoing and need to show how much this has affected my life. These have not been included in your letter, could you please look at my driving record from 2013 to date of all cases that the court added points ect and then they were removed as I need to prove the impact this has had on my life I also know there were I believe 1 or 2 more times my Licence was revoked and then put back in place due to the court updating DVLA and I do know there is more dates you have not included in your letter.

Could you please get back to me by email ASAP to tell me if I am now allowed to drive or if my licence is still revoked due to the errors of the courts and Insurance Company and if any points are still on there?

Could you also please confirm everything also in writing so I do have a letter confirming everything as things are still being addressed also with the courts and there is still one appeal date?

Regards

Simon Cordell

From: Tracy Bullock [mailto:tracey.bullock@dvla.gsi.gov.uk]
Sent: 10 March 2015 11:18
To: 'lorraine32@blueyonder.co.uk'
Subject: DVLA, Mr Cordell

Dear Mr Cordell

Thank you for your Email, I would like to inform you that full details of your driver record will be sent to you by post.

Many Thanks

Tracey Bullock
Administrative Officer
Court Casework1 D9 | DVLA | Swansea | SA99 1AY
GTN 1213 Ext. 86326
(01792) 786326



8 June 2015 - the counterpart is abolished
Find out more at: **www.gov.uk/dvla/nomorecounterpart**

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From: GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 18 March 2015 17:38
To: Lorraine Cordell
Subject: RE: Simon Cordell 1403116916

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Please DO NOT re-submit your enquiry by E Mail, fax or letter as duplicates create unnecessary paperwork and delays.

CONTACT DETAILS FOR BROMLEY ADMINISTRATION CENTRE (for Bromley, Bexley and Greenwich Magistrates Courts) as follows:

Telephone: 020 8437 3500 or 020 8437 3585
Goldfax: 0870 324 0223
E Mail:

GL-BromleyMCSummons@hmcts.gsi.gov.uk (for ongoing summons case enquiries)
GL-BromleyMCEnq@hmcts.gsi.gov.uk (for all concluded case enquiries)

GL-BromleyMCList@hmcts.gsi.gov.uk (for ongoing charge case & Legal Aid enquiries)
SEGroupResultingEnquiries@hmcts.gsi.gov.uk (for Court result enquiries)

Other useful E Mail contacts:

GL-CAO.CORRESPOND@hmcts.gsi.gov.uk (for all fines enquiries)
Enquiries@bromley.countycourt.gsi.gov.uk (for Civil Proceeding enquiries)

Thank you,

Customer Service Team

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 17:38
To: 'GL-BROMLEYMCENQ'
Cc: 'CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk'; 'Southcju (CO16Mailbox-.SouthProsecutionCju@met.pnn.police.uk)'; 'O'Sullivan Emma'
Subject: RE: Simon Cordell 1403116916

Attachments: Insurance-2014-05-20-184559.pdf; Emma O'Sullivan-Simon Cordell.pdf
To Whom It May Concern:

Complaint

I am writing this email due to many problems with a case that has been on going for no insurance the old case number was 1402647845 the new case number is 1403116916.

The Problem I have been having is not getting a summon this was the 1st thing so did not know a court date and was found guilty when I did not know I was due to attend court.

Many emails have been sent including my insurance I had a list of cases due to a insurance policy I had with KGM this insurance did not show up on the MID database and I had my vehicles seized around 9 times when in fact I had paid for my insurance.

Then this case happened on the 20/5/2014 this was on a new policy with a new insurance company please see attached insurance document. The insurance started on the 19/05/2014 and I believe this is why this one was not showing on the MID on the 20/05/2014 as it was to short a time.

I have sent many emails to the CPS who do not reply but I do get the read replies so I know the emails are getting opened the only reason I got the above emails addresses was due to all the email I was sending to the main CPS and calls I was making one day I was put though to a manager of traffic CPS as i was so upset on the phone to what was going on. I explained all the problems I was having all the calls and emails that were being sent, her name was Emma O'Sullivan please see attached email. The only traffic CPS that have replied was from CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk a wonderful lady called Sharon Burns.

I have also been sending emails to the court for the above listed case and have been including my insurance policy, I have been getting replies to my emails were I was told to file a statutory declaration which I did for this case on the 02/12/2014 at Highbury Magistrates Court.
When I came out of court I was told to go to the court office where a lady took all the papers for the statutory declaration including a copy of my insurance papers. I was told I would get a date in the post with a new date hearing. I have been waiting for the date to come but as of yet I did not get one for this case.

I also did not get a date for the other statutory declaration I done on the same date and that case was heard again on the 26/01/2015 again I was found guilty and was very upset and just filed an appeal which will be heard on the 14/05/2015 at Harrow crown court.

But for the Bromley Magistrates' Court case i not had anything.

For the past 4 weeks I been dealing with a lady called Tracey Bullock Administrative Officer, Court Casework1 D9 | DVLA | Swansea | SA99 1AY due to the CPS not getting back to me with what was on my driving licence. today she sent me this over

Dear Mr Cordell

The Court case with the offence date of the 20/05/2014 is as follows :-

South East London Magistrates' Court
Date of Conviction – 06/11/2014

Offence – IN10
Date of Offence – 20/05/2014
Fine - £600
Points – 6

South East London Magistrates' Court
Bromley Magistrates' Court
London Road
Bromley
Kent BR1 1RQ

Telephone no - 020 8437 3500

Hope this information is of help to you

Tracey Bullock
Administrative Officer
Court Casework1 D9 | DVLA | Swansea | SA99 1AY

Now I got very upset as I new I had filed the statutory declaration for this case and seeing the conviction date this was clearly wrong as I had filed the statutory declaration after this date. I made a call to the court and was told that the statutory declaration filed in error and was closed, so was never reopened. The lady I spoke to said she was going to get the file out and get the right person to call me, but give me an update call just to let me know it had been done.

I then got a call from a lady called Donna and while on the phone to her the other lady called me from the court to say it had been done. I told her I was on the phone to Donna and she told me that is who I needed to speak to.

I was shocked to hear the lady say to me that the case was heard on the 18/12/2014 and I was found guilty again as I did not turn up, but I have had no letters so how was I meant to show up when I did not know I needed to. But this cannot be right as looking at the information DVLA hold it is the old information to the 1st hearing, as far as I have been told by the court when a statutory declaration is filed the court would have to contact DVLA and remove the old conviction they had on file this has not been done by the court. so how could the case have been heard on the 18/12/2014. something is really not right here at all as it is all the old information that DVLA have on file which should have been removed when the statutory declaration was filed on the 02/12/2014.

I would like this case looked into and set aside and it to be reopened.

I would also like the summons sent to me for this case that was meant to have been sent out to me which I have never had and the letter of a hearing for the 18/12/2014 could this please be sent via email to this email address.

Also if the court is not willing to deal with this could you please give me the right to appeal to the crown court and I will file the correct paper work to the court.

Could it also be made sure that the right CPS get the files and my insurance policy so it can be checked I was in fact insured.

And an update as to what will happen as it is very upsetting that I am been found guilty for no insurance when in fact I do pay for my insurance.

Regards

Lorraine Cordell
Simon Cordell

1908

From: Jeanette.Reilly@met.pnn.police.uk
Sent: 19 March 2015 09:42
To: lorraine32@blueyonder.co.uk
Subject: PC/6804/13
Dear Lorraine,

Further to our recent telephone conversation please find my contact details attached to this email.

I would just like to confirm that I will attend your home address on Thursday 26th March at 1000am to speak to you and your son about his complaint against police.

I will see you next week but please contact me before this should you have any questions or concerns.

Many thanks

Jeanette

Jeanette Reilly | Police Constable **|** Serious Misconduct Investigation Unit (SMIU2A) | Directorate of Professional Standards |

MetPhone 782253 | Telephone 020 7161 2253 | | Fax 020 7161 6798 |Email Jeanette.Reilly@met.police.uk
Address Empress State Building, 22nd Floor, Lillie Road, London, SW6 1TR

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 19 March 2015 16:37
To: Dawn Allen
Subject: RE: Can you please help

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ

Dear Dawn Allen

My son have been having an issue with his neighbours who live above him, this has been going on a while and it is making my son's health go down hill he is not sleeping due to what is going on.

We would like to put a report into the issue and therefore would it please be possible for you to make a date when you would be able to come to my son home to be able to do this, if you can let me know via this email with dates this can be done so we can get this issue addressed as soon as possible I would be grateful.

Regards

Lorraine Cordell

Simon Cordell

Subject:	Account request for Too Smooth
From:	Checkfront (support@checkfront.com)
To:	re_wired@ymail.com;
Date:	Friday, 20 March 2015, 11:45

Hello,

You have requested your account information on Checkfront for Too Smooth.

If you wish to reset your password please use the link provided.

If you didn't make this request, please discard.

- Your Login ID: re_wired

- Reset password url: https://toosmooth.checkfront.co.uk/login/?k=f6d269db404b4dbba38dde2e65e88fd79c139551a1f127b471957c6d3d99b4b31

* Please remember we never ask for your password, or personal information on your account via e-mail.

--
Checkfront
http://www.checkfront.com

From: Lorraine Cordell
To: "Micheal McKee"; "JOSEPHINE WARD"
Subject: FW: RE FOI 11845 [SEC=UNCLASSIFIED]
Date: 20 March 2015 15:33:00
Attachments: Request for a review - FOI 11845 [SEC=UNCLASSIFIED].pdf

Dear Michael
Please see attached document from Enfield Council
So, Progress Way was used before as you can see from the email below it was 1st used on the 25/03/2013 so way before 06th 07th 08th June 2014 I also know they are withholding dates back and locations. So, asked for this to go for independent review which I was hoping the data would have been back by now but I only just got an email today please see attached. I asked for the independent review on the 10/03/2015 and from that date they have 20 working days to deal with it.

I think also the council have got something to answer to here also. maybe they could not go without police to locations at Crown road when there was a party taking place, but they knew people was living in the said building as their homes. And therefore, could have arranged for someone to attend the building within the weekdays and they could have served a noise abetment order at any time within the time the parties were on going. They do not need a person name to serve a noise abatement order to an occupier. So, what the police are saying about they need a name is untrue and I know this is a fact.

Also, the council only say in the last email about one date for a party at Crown road when clearly you can see from the list there was a lot more of them. Maybe the council were working with the new owner but why was a noise abatement order never served on the occupiers.

I think maybe they need to be asked to attend court as clearly, they are not doing their job in the correct way. But we will see as information comes in maybe you could put a request for data to them as clearly a freedom of information is very limited.

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 09 March 2015 12:21
To: Lorraine Cordell Cc: Esg Complaints
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

Dear Ms. Cordell,
In terms of the number of events there was one further rave that took place on 25th March 2013 at Progress Way, other than this occurrence I have provided you with the dates and locations of all the illegal raves/parties that are recorded on our database as well as all other data we hold that you requested. The rave on March 25th 2013 was attended by the Out of Hours Noise Team, assistance was requested from the police but they were unable to help on that occasion.

The events at Crown Road were over a period of several weeks not months, during which time we were in regular contact with the new site owners who worked to get the site secured and the power turned off. The Out of Hours Noise Team undertook observations of the noise during the event on May 31st/June 1st but did not visit the party as the team decided that it was unsafe

to do so due to the nature and location of the event and provided information to the daytime officer who ensured the owners undertook the necessary works.
The complaints received on Sunday June 8th were all received after the council's Out of Hours Service had finished at 03:00 and therefore no response was possible.
The Out of Hours Team respond to all complaints received but will only visit a premise where it is safe for them to do so and in the case of illegal raves/parties quite often there are officer safety issues which prevent visits at night time during the event, unless police support can be gained. Following illegal raves/parties we do make every effort to get a building secured as soon as possible to prevent the same thing happening again.
Yours sincerely
Ned Johnson

Principal Officer Health Safety & Pollution Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council
www.enfield.gov.uk
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 15:22
To: Ned Johnson
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]
Dear Ned Johnson
Thank you for the reply to the freedom of information act I put in.
I do however believe there is a lot of data that has been left out, so maybe I need to clarify the data that is being requested.

To information is regarding Disused or abandoned buildings or any industrial estates buildings or open air land. For the dates all of 2013 to date.

This would include all data if there were occupiers/squatters in said building/parties/raves. This would include the dates these buildings/Disused or abandoned buildings/ or any industrial estates was first known to the Environment & Street Scene Department.

- All information would cover all wards boundaries for Enfield Council.

Information is also needed for some areas within the Enfield Council borough.

- Within the area of Pretoria Road N.
- Within the area of A406.
- Within the area of Montagu Road.
- Within the area of Meridian Way.
- Within the area of Ponders End Train Station.
- Within the area of Woodall Road.
- Within the area of Wharf Road.
- Within the area of Millmarsh Lane.
- Within the area of A10 Great Cambridge Road.
- Within the area of Crown Road.
- Within the area of Southbury Road.

The information would cover if police were in attendance, if calls were made to the Environment & Street Scene Department by police, and any police officer information that the Environment & Street Scene Department holds about any police officer.

This information would also include any calls that were made from the Environment & Street Scene Department to police in relation to any Disused or abandoned buildings or any industrial estates buildings or open-air land that the Environment & Street Scene Department felt could have a problem with.

There is also an issue with the information in your email

- 18/5/14: 3 calls after event
- 19/5/14: 6 calls after event
- 21/5/14: 1 call after event

But have not given the date of the event itself, are the below layout ones was when events have taken place as it just has calls at the end of the dates could you please clarify

- 31/5/14: 2 calls
- 1/6/14: 6 calls

Also, in your email it seems that there was more of a problem with crown road over some months but from how I am reading your email it seems no one ever attended from the Environment & Street Scene Department on any of the dates in your list can this also be clarified in more detail.
I know you have until the 10/03/2015 to supply the information I have asked for. But I do feel your email was very incomplete, I do hope that I have not got to wait 20 more days now as I need all the data by 10/03/2015 and I did ask for all information and I feel that has not been given.
Could you get back to me via email as to the time it will take to get all the information I have asked for within my request?
Regards
Lorraine

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 05 March 2015 16:39
To: lorraine32@blueyonder.co.uk
Cc: Esg Complaints
Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email received on February 10th 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:

8/6/14, no time recorded, Progress Way, Enfield.

Any paper work was served to any person/persons and if need known. copies of any paper work served:

No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:
13/6/14: 1 call 12/6/14: 2 calls after event 9/6/14: 2 calls after event 8/6/14: 6 calls 7/6/14: 8 calls

Leeside Road:
15/7/13: 1 call after event

46 Crown Road:
18/5/14: 3 calls after event
19/5/14: 6 calls after event
21/5/14: 1 call after event
31/5/14: 2 calls
1/6/14: 6 calls
2/6/14: 4 calls after event
4/6/14: 1 call after event
6/6/14: 1 call
8/6/14: 3 calls
9/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were

served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted.

Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties.

No reports made.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Theresa Dodd
Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540
Email - theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely

Ned Johnson
Principal Officer Pollution
Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation
Regeneration & Environment Department Enfield Council

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Classification: UNCLASSIFIED



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Classification: UNCLASSIFIED

From: Micheal McKee
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell
Date: 23 February 2015 14:21:09

Yes. I will tidy it up a bit, but it is more or less fine. Is Moses willing to attend court? Can you send me his phone number?
On 23 February 2015 at 14:05 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
Ok I will ask him but is his witness statement ok.
Lorraine

From: Micheal McKee mailto:m.mckee@michaelcarrollandco. com]
Sent: 23 February 2015 14:03
To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

If he can email the letter, he has written we can take it from there.
On 23 February 2015 at 14:02 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
I will see what I can do I ask him if he can email me a letter over what needs to be said can you write it and email me it and I will sort it from there via email,

From: Micheal McKee mailto:m.mckee@michaelcarrollandco. com]
Sent: 23 February 2015 13:58 To: Lorraine Cordell
Subject: RE: FW: Clerks Notes for Simon Cordell

It would be ideal if we could have a letter from Every Decibel Matters Ltd confirming Simon Cordell is not an employee/shareholder/director or has any controlling interest in the company. Can this be arranged? It would have to be on company letterhead.

On 23 February 2015 at 13:46 Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:
Dear Michael
Yes, it does, say that but I really don't know how you can read it the writing is horrible to understand lol I am burning the copies of the CD's when Simon gets to the office can you please check them that they play I don't know what format the court uses.
I know Josey also needs these CDs also for the appeal on the 05/03/2015 at KINGSTON UPON THAMES CROWN COURT, should I wait to do the 2nd copy to make sure they play at the office I know they play in my computer CD, Also, she will need some of the paper work Simon will be bringing with him to the office today.

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee
To: Lorraine Cordell
Subject: Read acknowledgement
Date: 20 March 2015 16:20:19

This is a delivery receipt for the mail that you sent on 20 March 2015 to "Micheal McKee" <m.mcke@michaelcarrollandco.com> with subject "FW: RE FOI 11845 [SEC=UNCLASSIFIED]".
Note: This delivery receipt only acknowledges that the message was displayed on the recipients computer. There is no guarantee that the recipient has read or understood the message contents.

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 20 March 2015 09:44
To: 'theresa.dodd@enfield.gov.uk'
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Theresa Dodd
I emailed you on the 10/03/2015 but have not heard back from you I did get an auto reply so know my email got to you.
I was wondering if there were any updates?
Regards
Lorraine Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 March 2015 07:36
To: 'theresa.dodd@enfield.gov.uk'
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Theresa Dodd
I have asked for a freedom of information request for the data within my emails, I do think there is more dates the Enfield Council are aware of with regards to not just the premises that has been listed below within wards boundaries for Enfield Council.
I therefore am asking for an internal review request.
Regards
Lorraine Cordell

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 09 March 2015 12:21
To: Lorraine Cordell Cc: Esg Complaints
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

Dear Ms. Cordell,
In terms of the number of events there was one further rave that took place on 25th March 2013 at Progress Way, other than this occurrence I have provided you with the dates and locations of all the illegal raves/parties that are recorded on our database as well as all other data we hold that you requested. The rave on March 25th 2013 was attended by the Out of Hours Noise Team, assistance was requested from the police but they were unable to help on that occasion.

The events at Crown Road were over a period of several weeks not months, during which time we were in regular contact with the new site owners who worked to get the site secured and the power turned off. The Out of Hours Noise Team undertook observations of the noise during the event on May 31st/June 1st but did not visit the party as the team decided that it was unsafe to do so due to the nature and location of the event and provided information to the daytime officer who ensured the owners undertook the necessary works.

The complaints received on Sunday June 8 were all received after the council's Out of Hours Service had

finished at 03:00 and therefore no response was possible.

The Out of Hours Team respond to all complaints received but will only visit a premises where it is safe for them to do so and in the case of illegal raves/parties quite often there are officer safety issues which prevent visits at night time during the event, unless police support can be gained. Following illegal raves/parties we do make every effort to get a building secured as soon as possible to prevent the same thing happening again.

Yours sincerely

Ned Johnson
Principal Officer Health Safety & Pollution
Pollution Control, Planning & Licensing Enforcement
Planning, Highways & Transportation
Regeneration & Environment Department
Enfield Council

www.enfield.gov.uk

Protect the Environment – Think Before You Print.

"Enfield Council is committed to serving the whole borough, fairly, delivering excellent services and building strong communities."

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 15:22
To: Ned Johnson
Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Ned Johnson

Thank you for the reply to the freedom of information act I put in.

I do however believe there is a lot of data that has been left out, so maybe I need to clarify the data that is being requested.

- To information is regarding Disused or abandoned buildings or any industrial estates buildings or open air land. For the dates all of 2013 to date.

- This would include all data if there were occupiers/squatters in said building/parties/raves. This would include the dates these buildings/Disused or abandoned buildings/ or any industrial estates was first known to the Environment & Street Scene Department.

- All information would cover all wards boundaries for Enfield Council.

Information is also needed for some areas within the Enfield Council borough.

- Within the area of Pretoria Road N.
- Within the area of A406.
- Within the area of Montagu Road.
- Within the area of Meridian Way.
- Within the area of Ponders End Train Station.
- Within the area of Woodall Road.
- Within the area of Wharf Road.
- Within the area of Millmarsh Lane.

- Within the area of A10 Great Cambridge Road.
- Within the area of Crown Road.
- Within the area of Southbury Road.

The information would cover if police were in attendance, if calls were made to the Environment & Street Scene Department by police, and any police officer information that the Environment & Street Scene Department holds about any police officer.

This information would also include any calls that were made from the Environment & Street Scene Department to police in relation to any Disused or abandoned buildings or any industrial estates buildings or open air land that the Environment & Street Scene Department felt could have a problem with.

There is also an issue with the information in your email

- 18/5/14: 3 calls after event
- 19/5/14: 6 calls after event
- 21/5/14: 1 call after event

But have not given the date of the event itself, are the below layout ones was when events have taken place as it just has calls at the end of the dates could you please clarify

- 31/5/14: 2 calls
- 1/6/14: 6 calls

Also in your email it seems that there was more of a problem with crown road over some months but from how I am reading your email it seems no one ever attended from the Environment & Street Scene Department on any of the dates in your list can this also be clarified in more detail.

I know you have until the 10/03/2015 to supply the information I have asked for. But I do feel your email was very incomplete, I do hope that I have not got to wait 20 more days now as I need all the data by 10/03/2015 and I did ask for all information and I feel that has not been given.

Could you get back to me via email as to the time it will take to get all the information I have asked for within my request?

Regards

Lorraine

From: Ned Johnson [mailto:Ned.Johnson@enfield.gov.uk]
Sent: 05 March 2015 16:39
To: lorraine32@blueyonder.co.uk
Cc: Esg Complaints
Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Thank you for your email received on February 10th 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:

8/6/14, no time recorded, Progress Way, Enfield.

Any paper work was served to any person/persons and if need known. copies of any paper work served:

No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:
13/6/14: 1 call
12/6/14: 2 calls after event
9/6/14: 2 calls after event
8/6/14: 6 calls
7/6/14: 8 calls

Leeside Road:
15/7/13: 1 call after event

46 Crown Road:
18/5/14: 3 calls after event
19/5/14: 6 calls after event
21/5/14: 1 call after event
31/5/14: 2 calls
1/6/14: 6 calls
2/6/14: 4 calls after event
4/6/14: 1 call after event
6/6/14: 1 call
8/6/14: 3 calls
9/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted.

Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties.

No reports made.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Theresa Dodd
Correspondence & Complaints Manager

Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540
Email – theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely

Ned Johnson
Principal Officer Pollution
Pollution Control, Planning & Licensing Enforcement
Planning, Highways & Transportation
Regeneration & Environment Department
Enfield Council

www.enfield.gov.uk

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Classification: UNCLASSIFIED

ENFIELD
Connected

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Every Enfield resident should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time. Click here to get connected.

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This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

From: Leslie, Sandra [sandra.leslie@hmcts.gsi.gov.uk] on behalf of GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 20 March 2015 14:42
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell 1403116916

Good afternoon Mrs Cordell,

Thank you for your email and may to your query I apologise for the delay in replying to your query. I have referred your complaint to a Clerk of the court.

Regards

Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 17:38
To: GL-BROMLEYMCENQ
Cc: CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; 'Southcju'; 'O'Sullivan Emma'
Subject: RE: Simon Cordell 1403116916

To Whom It May Concern:

Complaint

I am writing this email due to many problems with a case that has been on going for no insurance the old case number was 1402647845 the new case number is 1403116916.

The Problem I have been having is not getting a summon this was the 1st thing so did not know a court date and was found guilty when I did not know I was due to attend court.

Many emails have been sent including my insurance I had a list of cases due to a insurance policy I had with KGM this insurance did not show up on the MID database and I had my vehicles seized around 9 times when in fact I had paid for my insurance.

Then this case happened on the 20/5/2014 this was on a new policy with a new insurance company please see attached insurance document. The insurance started on the 19/05/2014 and I believe this is why this one was not showing on the MID on the 20/05/2014 as it was to short a time.

I have sent many emails to the CPS who do not reply but I do get the read replies so I know the emails are getting opened the only reason I got the above emails addresses was due to all the email I was sending to the main CPS and calls I was making one day I was put though to a manager of traffic CPS as i was so upset on the phone to what was going on. I explained all the problems I was having all the calls and emails that were being sent, her name was Emma O'Sullivan please see attached email. The only traffic CPS that have replied was from CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk a wonderful lady called Sharon Burns.

I have also been sending emails to the court for the above listed case and have been including my insurance policy, I have been getting replies to my emails were I was told to file a statutory declaration which I did for this case on the 02/12/2014 at Highbury Magistrates Court.
When I came out of court I was told to go to the court office where a lady took all the papers for the statutory declaration including a copy of my insurance papers. I was told I would get a date in the post with a new date hearing. I have been waiting for the date to come but as of yet I did not get one for this case.

I also did not get a date for the other statutory declaration I done on the same date and that case was heard again on the 26/01/2015 again I was found guilty and was very upset and just filed an appeal which will be heard on the 14/05/2015 at Harrow crown court.

But for the Bromley Magistrates' Court case i not had anything.

For the past 4 weeks I been dealing with a lady called Tracey Bullock Administrative Officer, Court Casework1 D9 | DVLA | Swansea | SA99 1AY due to the CPS not getting back to me with what was on my driving licence. today she sent me this over

Dear Mr Cordell

The Court case with the offence date of the 20/05/2014 is as follows :-

South East London Magistrates' Court
Date of Conviction – 06/11/2014
Offence – IN10
Date of Offence – 20/05/2014
Fine - £600
Points – 6

South East London Magistrates' Court
Bromley Magistrates' Court
London Road
Bromley
Kent BR1 1RQ

Telephone no - 020 8437 3500

Hope this information is of help to you

Tracey Bullock
Administrative Officer
Court Casework1 D9 | DVLA | Swansea | SA99 1AY

Now I got very upset as I new I had filed the statutory declaration for this case and seeing the conviction date this was clearly wrong as I had filed the statutory declaration after this date. I made a call to the court and was told that the statutory declaration filed in error and was closed, so was never reopened. The lady I spoke to said she was going to get the file out and get the right person to call me, but give me an update call just to let me know it had been done.

I then got a call from a lady called Donna and while on the phone to her the other lady called me from the court to say it had been done. I told her I was on the phone to Donna and she told me that is who I needed to speak to.

I was shocked to hear the lady say to me that the case was heard on the 18/12/2014 and I was found guilty again as I did not turn up, but I have had no letters so how was I meant to show up when I did not know I needed to. But this cannot be right as looking at the information DVLA hold it is the old information to the 1st hearing, as far as I have been told by the court when a statutory declaration is filed the court would have to contact DVLA and remove the old conviction they had on file this has not been done by the court. so how could the case have been heard on the 18/12/2014. something is really not right here at all as it is all the old information that DVLA have on file which should have been removed when the statutory declaration was filed on the 02/12/2014.

I would like this case looked into and set aside and it to be reopened.

I would also like the summons sent to me for this case that was meant to have been sent out to me which I have never had and the letter of a hearing for the 18/12/2014 could this please be sent via email to this email address.

Also if the court is not willing to deal with this could you please give me the right to appeal to the crown court and I will file the correct paper work to the court.

Could it also be made sure that the right CPS get the files and my insurance policy so it can be checked I was in fact insured.

And an update as to what will happen as it is very upsetting that I am been found guilty for no insurance when in fact I do pay for my insurance.

Regards

Lorraine Cordell
Simon Cordell

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Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

Subject: **Checkfront account: *PASSWORD CHANGED***

From: **Checkfront (support@checkfront.com)**

To: **re_wired@ymail.com;**

Date: **Saturday, 21 March 2015, 23:57**

Hello,

The password on your Checkfront account has been changed. No further action is required. If you didn't make this request, ignore and forward this to admin@checkfront.com.

Checkfront
http://www. checkfront. com

Subject:	Account request for Too Smooth
From:	Checkfront (support@checkfront.com)
To:	re_wired@ymail.com;
Date:	Sunday, 22 March 2015, 16:54

Hello,

You have requested your account information on Checkfront for Too Smooth.

If you wish to reset your password please use the link provided.

If you didn't make this request, please discard.

- Your Login ID: re_wired

- Reset password url: https://toosmooth.checkfront.co.uk/login/?k=8c465827ff86aff87c55dcb341658b67b13ed96440770c59c753000e0212521d1

* Please remember we never ask for your password, or personal information on your account via e-mail.

--
Checkfront
http://www.checkfront.com

From: O'Sullivan Emma [Emma.O'Sullivan@cps.gsi.gov.uk]
Sent: 23 March 2015 09:55
To: CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk
Cc: 'lorraine32@blueyonder.co.uk'
Subject: FW: Simon Cordell 1403116916

Attachments: Insurance-2014-05-20-184559.pdf; Emma O'Sullivan-Simon Cordell.pdf
Dear South Team,

Please see below email.

Simon Cordell is waiting for a date from the court to hear the application to reopen. Please ensure the attached documents have been placed on file and dealt with once the case has been relisted. Please could someone kindly ring Lorraine Cordell once her correspondence has been dealt with – 02082457454/07961833021.

Thank you

Emma O'Sullivan
London Traffic Unit
Admin Line Manager
02033571604

Rose Court,
4th Floor
2 Southwark Bridge,
London,
SE1 9HS,
DX 154263 Southwark 12.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 17:38
To: 'GL-BROMLEYMCENQ'
Cc: CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; 'Southcju'; O'Sullivan Emma
Subject: RE: Simon Cordell 1403116916

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I have also been sending emails to the court for the above listed case and have been including my insurance policy, I have been getting replies to my emails were I was told to file a statutory declaration which I did for this case on the 02/12/2014 at Highbury Magistrates Court.
When I came out of court I was told to go to the court office where a lady took all the papers for the statutory declaration including a copy of my insurance papers. I was told I would get a date in the post with a new date hearing. I have been waiting for the date to come but as of yet I did not get one for this case.

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****

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 23 March 2015 10:02
To: 'CO16Mailbox-.SouthProsecutionFPN@met.pnn.police.uk'
Subject: FW: Simon Cordell 1403116916

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Emma O'Sullivan
London Traffic Unit
Admin Line Manager
02033571604

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DX 154263 Southwark 12.

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The Court case with the offence date of the 20/05/2014 is as follows :-

South East London Magistrates' Court
Date of Conviction – 06/11/2014
Offence – IN10
Date of Offence – 20/05/2014
Fine - £600
Points – 6

South East London Magistrates' Court
Bromley Magistrates' Court
London Road
Bromley
Kent BR1 1RQ

Telephone no - 020 8437 3500

Hope this information is of help to you

Tracey Bullock
Administrative Officer
Court Casework1 D9 | DVLA | Swansea | SA99 1AY

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I would like this case looked into and set aside and it to be reopened.

I would also like the summons sent to me for this case that was meant to have been sent out to me which I have never had and the letter of a hearing for the 18/12/2014 could this please be sent via email to this email address.

Also if the court is not willing to deal with this could you please give me the right to appeal to the crown court and I will file the correct paper work to the court.

Could it also be made sure that the right CPS get the files and my insurance policy so it can be checked I was in fact insured.

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Regards

Lorraine Cordell
Simon Cordell

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e-mail and delete this message and any attachments without retaining a copy.

Activity and use of CPS Connect systems, the Government Secure Intranet, and the Criminal Justice Extranet is monitored to secure their effective operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.
****

From: O'Sullivan Emma [Emma.O'Sullivan@cps.gsi.gov.uk]
Sent: 23 March 2015 10:15
To: 'lorraine32@blueyonder.co.uk'
Subject: FW: Simon Cordell 1403116916

Attachments: Insurance-2014-05-20-184559.pdf; Emma O'Sullivan-Simon Cordell.pdf
Hi Lorraine,

Apologies the email address for the team is below;

CO16Mailbox-SouthProsecutionFPN@met.police.uk

I sent it to the north team in error but they have confirmed it has been forwarded on to the south team.

Kind Regards,

Emma O'Sullivan
London Traffic Unit
Admin Line Manager
02033571604

Rose Court,
4th Floor
2 Southwark Bridge,
London,
SE1 9HS,
DX 154263 Southwark 12.

From: O'Sullivan Emma
Sent: 23 March 2015 09:55
To: CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk
Cc: 'lorraine32@blueyonder.co.uk'
Subject: FW: Simon Cordell 1403116916

Dear South Team,

Please see below email.

Simon Cordell is waiting for a date from the court to hear the application to reopen. Please ensure the attached documents have been placed on file and dealt with once the case has been relisted. Please could someone kindly ring Lorraine Cordell once her correspondence has been dealt with – 02082457454/07961833021.

Thank you

Emma O'Sullivan
London Traffic Unit
Admin Line Manager
02033571604

Rose Court,
4th Floor
2 Southwark Bridge,
London,
SE1 9HS,
DX 154263 Southwark 12.

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 17:38
To: 'GL-BROMLEYMCENQ'

Cc: CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; 'Southcju'; O'Sullivan Emma
Subject: RE: Simon Cordell 1403116916

To Whom It May Concern:

Complaint

I am writing this email due to many problems with a case that has been on going for no insurance the old case number was 1402647845 the new case number is 1403116916.

The Problem I have been having is not getting a summon this was the 1st thing so did not know a court date and was found guilty when I did not know I was due to attend court.

Many emails have been sent including my insurance I had a list of cases due to a insurance policy I had with KGM this insurance did not show up on the MID database and I had my vehicles seized around 9 times when in fact I had paid for my insurance.

Then this case happened on the 20/5/2014 this was on a new policy with a new insurance company please see attached insurance document. The insurance started on the 19/05/2014 and I believe this is why this one was not showing on the MID on the 20/05/2014 as it was to short a time.

I have sent many emails to the CPS who do not reply but I do get the read replies so I know the emails are getting opened the only reason I got the above emails addresses was due to all the email I was sending to the main CPS and calls I was making one day I was put though to a manager of traffic CPS as i was so upset on the phone to what was going on. I explained all the problems I was having all the calls and emails that were being sent, her name was Emma O'Sullivan please see attached email. The only traffic CPS that have replied was from CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk a wonderful lady called Sharon Burns.

I have also been sending emails to the court for the above listed case and have been including my insurance policy, I have been getting replies to my emails were I was told to file a statutory declaration which I did for this case on the 02/12/2014 at Highbury Magistrates Court.
When I came out of court I was told to go to the court office where a lady took all the papers for the statutory declaration including a copy of my insurance papers. I was told I would get a date in the post with a new date hearing. I have been waiting for the date to come but as of yet I did not get one for this case.

I also did not get a date for the other statutory declaration I done on the same date and that case was heard again on the 26/01/2015 again I was found guilty and was very upset and just filed an appeal which will be heard on the 14/05/2015 at Harrow crown court.

But for the Bromley Magistrates' Court case i not had anything.

For the past 4 weeks I been dealing with a lady called Tracey Bullock Administrative Officer, Court Casework1 D9 | DVLA | Swansea | SA99 1AY due to the CPS not getting back to me with what was on my driving licence. today she sent me this over

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Telephone no - 020 8437 3500

Hope this information is of help to you

Tracey Bullock
Administrative Officer
Court Casework1 D9 | DVLA | Swansea | SA99 1AY

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And an update as to what will happen as it is very upsetting that I am been found guilty for no insurance when in fact I do pay for my insurance.

Regards

Lorraine Cordell
Simon Cordell

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****

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 23 March 2015 16:20
To: 'O'Sullivan Emma'
Subject: RE: Simon Cordell 1403116916

Dear Emma O'Sullivan

Thank you so much for the help

Regards

Lorraine Cordell

From: O'Sullivan Emma [mailto:Emma.O'Sullivan@cps.gsi.gov.uk]
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Simon Cordell

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****

From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"
Subject: Re: Simon Cordell ASBO Update
Date: 24 March 2015 16:11:00

Dear Josey/Michael
I still have not had a reply to the below email and have not had the paper work sent to me about the public order unit that you sent and as said before I would like to see what data has been asked for to see if there is anything else that would be needed could you please send it over.

Could you also tell me if a request for the information we asked for below from Essex police has been sent off yet as we would like that data. and if it has could you please send what has been written to them.
I do know Simon has spoken to Michael today and ATM we are writing up a detailed email about the reasons what he would like defined by the court that will be with you over the next few days.
Regards
Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 20 March 2015 15:53
To: 'Micheal McKee'; 'JOSEPHINE WARD'
Subject: Re: Simon Cordell ASBO Update

Dear Michael/Josey
I just wanted to get an update as to if any information had come in from the Public Order Unit at Scotland Yard yet.
Also, could you please forward me what was sent to them so I can see what data was asked for?
Also, could you please put a request for data into Essex police? This data would be for the date leading up to the 06/06/2014 for the party called Hippy Fest.

We would also need the data for the 06/06/2014 as to what the police did on this day, which should come back that they sent police helicopters out in the Essex area to find the location of the private party, that police helicopters did find the location and within around 10mins police was at the location.

Essex police officer found the person they were looking for and handed a police dispersal order for the people that was there at the location and also an order that he could not setup within the next 24 hours. We would need a copy of any paper work served by police on that day.

We would need all names of police officer who attended we would also need all information the police noted and any names of person that they took of any people that were there.

We would also need the information leading to the police knowing about this party and that should link to the Public Order Unit.

Police will never have Simon name on any paper work they hold, as Simon was never in

Essex. And if police used video or anything Simon would not show up on anything as he was never there.
Once we have this data, we should be able to prove that in fact it was this party was then moved to Progress Way, Enfield.
Regards
Lorraine

From: Lorraine Cordell
To: "Micheal McKee"
Cc: "JOSEPHINE WARD"
Subject: RE: Simon Cordell ASBO Update
Date: 24 March 2015 17:14:00
Attachments: Police-Calls-23-11-2014.png

Dear Josey/Michael
I also forgot to include about the new date that the police have said on the new book they served the date for this is the 23/11/2014
As said in my statement the police went round Simon flat this was between the 22/11/2014 and the 23/11/2014 they could not get the code for his main door so went back to the police station got Simon mobile number and called him to get the main code so they could get in. they would not give him any information as to why they needed to speak to him and Simon was not even sure it was the police.

As Said in my statement it scared the hell out of Simon and his friend Josh and they left the flat and were stopped by police and this is what they have added to the ASBO.

On the 07/03/2015 I made a call trying to get the CAD numbers for the calls that were made on the 22/11/2014 and the 23/11/2014 and they were not able to help me but the CAD for that call is CAD 7115 07/03/2015
But 2 days ago I did find the CAD number for a call I made on the 23/11/2014 at 02:04 the CAD for this is CAD 1129 23/11/2014 when I called to get the other CADs something funny has been done to the CADs as the lady said to me there is a list of CADs I do not want to give you that link to that CAD, i do know a complaint was put in and on the 23/11/2015 an inspector Slag (I think his name was) called at 1st he spoke to Simon, I was not happy and then called back and the inspector called me back and we spoke for some time.
Please also see attached call list from my house phone to police for the date of the 23/11/2014.
We would like all the CADs linking and the report the inspector took. As I believe on this call we did not just speak about that night we spoke about a lot of things.
Regards
Lorraine

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
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Cc: 'JOSEPHINE WARD'
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Regards
Lorraine

Subject: Cancellation (RJKT-190315)

From: Too Smooth (re_wired@ymail.com)

To: re_wired@ymail.com;

Date: Thursday, 26 March 2015, 16:38

The following booking has been cancelled:

Booking Invoice

Cancelled

Too Smooth

Peterpan
4 crompton place
Enfield, EN36XS
United Kingdom

Booking ID:	RJKT-190315
Created:	March 19, 2015
Booking Date:	March 20, 2015
Total (GBP):	£0.00

Item	Rate	Amount
Sound System One Fri Mar 20, 2015	Qty: 1 x 1 Day	£0.00
CDJ'S 2000 Fri Mar 20, 2015	Qty: 1 x 1 Day	£0.00
Pionneer DJM 600 Fri Mar 20, 2015	Qty: 1 x 1 Day	£0.00
	Total:	£0.00

Edit PDF (Print)

This is your sample booking policy. It's included in customer e-mails, your booking receipt page and in PDF print outs.

You can edit this policy by logging into your Checkfront account, and navigating to Manage / Layout / Invoice.

From: Jeanette.Reilly@met.pnn.police.uk
Sent: 26 March 2015 15:26
To: lorraine32@blueyonder.co.uk
Subject: Permission to release court transcript
Afternoon Lorraine,

As mentioned earlier I have been trying to obtain a copy of the court transcript from Kingston Crown Court for Simon's appeal.
I have been advised that if an email is received from Simon stating he gives permission for the transcript to be sent to me I should be in receipt of it quicker than applying through the judge.
Can Simon please send an email to margaretwortco@hotmail.co.uk stating that he gives permission for a copy of the court transcript relating to his appeal hearing on 5th March 2015 to be released to PC Jeanette Reilly.
The email can come from your email address but needs Simon to sign off with his name and clearly state he gives his permission for this request.

Thank you for your help

Jeanette

Jeanette Reilly | Police Constable **|** Serious Misconduct Investigation Unit (SMIU2A) | Directorate of Professional Standards |

MetPhone 782253 | Telephone 020 7161 2253 | | Fax 020 7161 6798 |Email Jeanette.Reilly@met.police.uk
Address Empress State Building, 22nd Floor, Lillie Road, London, SW6 1TR

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Twitter: @metpoliceuk

From: MargaretWortCo [margaretwortco@hotmail.co.uk]
Sent: 27 March 2015 10:14
To: 'Lorraine Cordell'
Cc: Jeanette.Reilly@met.pnn.police.uk
Subject: RE: Permission to release court transcript

Many thanks.

The work is being prepared and will be emailed upon completion.

Kind regards

Margaret Wort & Company
Edial Farm Cottage
Lichfield Road, Edial
Burntwood, Staffordshire, WS7 0HZ
Tel: 01543 682718, **Fax:** 01543 675990, **DX:** 19030 Lichfield
Email: MargaretWort@btconnect.com

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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 26 March 2015 17:56
To: Jeanette.Reilly@met.pnn.police.uk; margaretwortco@hotmail.co.uk
Subject: RE: Permission to release court transcript

To Whom It May Concern:

Please see attached document that gives my permission for the transcript to be released to Jeanette Reilly of the Directorate of Professional Standards. I have signed the document.

Regards

Simon Cordell

From: Jeanette.Reilly@met.pnn.police.uk [mailto:Jeanette.Reilly@met.pnn.police.uk]
Sent: 26 March 2015 15:26
To: lorraine32@blueyonder.co.uk
Subject: Permission to release court transcript

Afternoon Lorraine,

As mentioned earlier I have been trying to obtain a copy of the court transcript from Kingston Crown Court for Simon's appeal.
I have been advised that if an email is received from Simon stating he gives permission for the transcript to be sent to me I should be in receipt of it quicker than applying through the judge.
Can Simon please send an email to margaretwortco@hotmail.co.uk stating that he gives permission for a copy of the court transcript relating to his appeal hearing on 5th March 2015 to be released to PC Jeanette Reilly.
The email can come from your email address but needs Simon to sign off with his name and clearly state he gives his permission for this request.

Thank you for your help

Jeanette

Jeanette Reilly | Police Constable **|** Serious Misconduct Investigation Unit (SMIU2A) | Directorate of Professional Standards |

MetPhone 782253 | Telephone 020 7161 2253 | | Fax 020 7161 6798 |Email Jeanette.Reilly@met.police.uk
Address Empress State Building, 22nd Floor, Lillie Road, London, SW6 1TR

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Twitter: @metpoliceuk

From: Jeanette.Reilly@met.pnn.police.uk
Sent: 30 March 2015 14:59
To: lorraine32@blueyonder.co.uk
Subject: RE: Permission to release court transcript

Afternoon Lorraine,

Thank you for sending the email through regarding the court transcript. I'm not sure whether I am able to provide you with a copy so I have asked the court to clarify this. Once I receive an answer either way I will update you.

Are you in a position to send through Simon's statement?

Many thanks

Jeanette

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MetPhone 782253 | Telephone 020 7161 2253 | | Fax 020 7161 6798 |Email Jeanette.Reilly@met.police.uk
Address Empress State Building, 22nd Floor, Lillie Road, London, SW6 1TR

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 26 March 2015 18:57
To: Reilly Jeanette - HQ Directorate of Professional Standards
Subject: FW: Permission to release court transcript

Dear Jeanette

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 31 March 2015 15:34
To: Dawn Allen
Subject: RE: Issue i am having

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ

Dear Dawn Allen,

I am writing this email due to not having a reply to my email dated 19/03/2015

I am having a great deal of problems with my neighbours who live above me, they are not letting me sleep and this is having an effect on my health I have asked before if someone could come and speak to me to address these problems and no one has.

I and my mother have made many phone calls about the neighbours above my flat yet nothing is being done.

Please can you get back to me as soon as possible in order to setup a meeting at my home so we can address the issues with the neighbours as soon as possible as I can not live the way I am any longer.

There is also still issues with repairs that have not been addressed.

Regards

Simon Cordell

Lorraine Cordell

From: Lorraine Cordell
To: "Micheal McKee"; "JOSEPHINE WARD"
Subject: Re: Simon Cordell ASBO
Date: 31 March 2015 09:20:00

Hi Josey Michael
I have emailed a few times now and I have had no replies I asked for information and I have not got anything I also asked if information can be put in for and an update and i have not heard anything.
Can I get an update to if anything has been done and if any requests for data has been put in and if it has can you forward me a copy?
Also, at the last hearing on the 10/03/2015 Andy Locke said he wanted a meeting with Simon. Not sure if he meant after we got the discloser from the public order unit.
Regards
Lorraine

From: Jeanette.Reilly@met.pnn.police.uk
Sent: 31 March 2015 13:09
To: lorraine32@blueyonder.co.uk
Subject: RE: Permission to release court transcript

Afternoon Lorraine,

I was informed today that once a transcript has been prepared by the court they will send a copy of it to you by email. I'm hoping to receive this after the Easter weekend.

When you are ready to send the statement, could you please also send me a copy of Simon's insurance certificate and the emails between the insurance company and yourself.

Many thanks

Jeanette

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Regards

Lorraine

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To: 'Jeanette.Reilly@met.pnn.police.uk'; 'margaretwortco@hotmail.co.uk'
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Regards

Simon Cordell

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The email can come from your email address but needs Simon to sign off with his name and clearly state he gives his permission for this request.

Thank you for your help

Jeanette

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From: Wood, Peter [Peter.Wood@canopius.com]
Sent: 31 March 2015 09:25
To: 'Lorraine Cordell'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hello Lorraine,

I trust you and Simon are well.

I was wondering if you could update me on whats been happening please? I would like to make sure there is nothing else we can do and of course to bring this matter to a conclusion if we can.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

---

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 11 February 2015 12:45
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi Peter

Thank you so much for all your help, and i hope you have a wonderful holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 11 February 2015 11:40
To: Lorraine Cordell; Josephine Ward (josie@michaelcarrollandco.com)
Cc: Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hello,

Please find attached signed statement as requested.

The original is in the post to the Burncroft Ave address.

If you need anything else please ask Andy in my absence.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 18:07
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Sorry for the late reply yes Josephine Ward has said this is fine and can be signed off. thank you for all the help in this matter.

I hope you have a great time on holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38
To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Good Afternoon,

Please can I have your confirmation that the draft section 9 statement is acceptable asap? If I do not hear back by 11.30 tomorrow I will have to assume it is and sign it off and send out as I will be in meetings and on holday after that time.

Thanks

Pete Wood

From: Wood, Peter <Peter.Wood@canopius.com>
Date: 9 February 2015 11:29:00 GMT
To: Josephine Ward <josie@michaelcarrollandco.com>
Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Ms Ward,

I have drafted a section 9 statement as requested. Before I sign it off can you review it and confirm it satisfies all of your requirements please? As soon as you do so I will sign it off, scan a copy over to you and put the original in the post.

Let me know if you need anything else and of course if you need me to amend the attached in any way.

Lorraine/Andy – FYI.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

---

From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

(a) all recording equipment was working correctly
(b) KGM produced two recordings at the request of Ms Lorraine Cordell
(c) Confirmation that the recording of S Cordell call from police 141113 Recording was provided by KGM from their recorded calls and is authentic
(d) Confirmation that the recording between the Car Pound and Kelly Tiller was also provided from the KGM recorded calls and is authentic

If we are in possession of a section 9 statement producing the recordings then we will not have to apply to the court for a Third Party Summons to compel an employee from KGM to attend to produce the recordings. This would be a complete waste of your time when all we require is a section 9 attesting to the recordings being retrieved from the system and exhibited as two separate recordings.

If you require assistance with drafting a section 9 statement then we would be happy to draft it and email it over. We would require the name of the person who retrieved the recordings. the dates that the recordings were retrieved, the dates the recordings relate to, confirmation that the recordings were sent to Lorraine Cordell by email so that she can produce CD's of the recordings so that they can be played in court and specifically refer to the email containing the recordings so that there is continuity in the chain of evidence. Ideally we would like KGM to produce the CD's and exhibit them but failing this we will try to get the CPS to agree the CD's as produced from the email of Miss Cordell. We stress that the section in relation to the search and retrieval of the KGM database is essential and critical to ensuring that the chain of evidence is intact.

We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

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Canopius Underwriting Limited | registered number 02473672 | appointed representative of Canopius Managing Agents Limited
Canopius Services Limited | registered number 02733994
KGM Motor Insurance is a brand name for business written by Canopius Managing Agents Limited
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From: Jeanette.Reilly@met.pnn.police.uk
Sent: 31 March 2015 13:46
To: lorraine32@blueyonder.co.uk
Subject: Permission to release court transcript

Lorraine,

Please ignore my request for Simon's insurance and the communication between the insurance company and yourself, I already have that information.
I am just awaiting the statement.
Please be advised that I am on a course next week and then back in the office on 14th April.

Many thanks

Jeanette

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Twitter: @metpoliceuk

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 01 April 2015 15:00
To: 'Wood, Peter'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Thank you for the email and i hope you had a great holiday.

I am waiting for the police compound to get back to us with the data for the seizers, but they just take so long with everything.

There are still court cases for no insurance that are still ongoing there are 2 left where Simon did not get any summons form the court and was found guilty due to not knowing. One is due to be heard in May 2015 and we are waiting for the last date.

DVLA have now taken of the ban on the 18/03/2015 so the insurance my son has been paying for the last year and could not be used due to this can now be used as he can drive now. But there is still the 12 points on his licence due to the other 2 court cases for no insurance DVLA do know the 12 points should not be on there in fact they have also been in contact with the courts they are not happy, but they cannot remove the points until the cases are heard in court.

But an update to what happened in court case were the police officer lied was Simon won the case and the judge was very upset at the police officer and put notes that it needed addressing.

The complaint is ongoing with the police office that lied, at this time that may take some time as the police officer may be charged. We won't know fully until the Serious Misconduct Investigation Unit Directorate of Professional Standards completes there investigation into what the police officer did and what the crown court judge said as the judge knows he lied to 2 judges and Simon was found guilty when he had done nothing wrong. We had a meeting about this on the 26/03/2015 but the person dealing with this is waiting for the crown court documents as to what the judge said, we should have the court transcript from Kingston Crown Court just after the Easter holidays.

I will keep you updated as to the data you need its just waiting for it from the police compound as requests had to be made for the data, Simon did try to get the information without the requests but the police was not having it so the request had to be put in for it.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 31 March 2015 09:25
To: 'Lorraine Cordell'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hello Lorraine,

I trust you and Simon are well.

I was wondering if you could update me on whats been happening please? I would like to make sure there is nothing else we can do and of course to bring this matter to a conclusion if we can.

Regards

Peter Wood
UK Specialty Operations Manager |
UK Specialty Division of Canopius Group
KGM House | 14 Eastwood Close | London | E18 1RZ
D +44 (0) 20 8530 9120 | www.kgminsurance.co.uk | www.canopius.com

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 11 February 2015 12:45
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi Peter

Thank you so much for all your help, and i hope you have a wonderful holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 11 February 2015 11:40
To: Lorraine Cordell; Josephine Ward (josie@michaelcarrollandco.com)
Cc: Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hello,

Please find attached signed statement as requested.

The original is in the post to the Burncroft Ave address.

If you need anything else please ask Andy in my absence.

Regards

Peter Wood
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 10 February 2015 18:07
To: Wood, Peter
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Peter

Sorry for the late reply yes Josephine Ward has said this is fine and can be signed off. thank you for all the help in this matter.

I hope you have a great time on holiday.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 10 February 2015 16:38

To: Josephine Ward; Wood, Peter
Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Good Afternoon,

Please can I have your confirmation that the draft section 9 statement is acceptable asap? If I do not hear back by 11.30 tomorrow I will have to assume it is and sign it off and send out as I will be in meetings and on holday after that time.

Thanks

Pete Wood

From: Wood, Peter <Peter.Wood@canopius.com>
Date: 9 February 2015 11:29:00 GMT
To: Josephine Ward <josie@michaelcarrollandco.com>
Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Ms Ward,

I have drafted a section 9 statement as requested. Before I sign it off can you review it and confirm it satisfies all of your requirements please? As soon as you do so I will sign it off, scan a copy over to you and put the original in the post.

Let me know if you need anything else and of course if you need me to amend the attached in any way.

Lorraine/Andy – FYI.

Regards

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From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015 at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

(a) all recording equipment was working correctly
(b) KGM produced two recordings at the request of Ms Lorraine Cordell
(c) Confirmation that the recording of S Cordell call from police 141113 Recording was provided by KGM from their recorded calls and is authentic
(d) Confirmation that the recording between the Car Pound and Kelly Tiller was also provided from the KGM recorded calls and is authentic

If we are in possession of a section 9 statement producing the recordings then we will not have to apply to the court for a Third Party Summons to compel an employee from KGM to attend to produce the recordings. This would be a complete waste of your time when all we require is a section 9 attesting to the recordings being retrieved from the system and exhibited as two separate recordings.

If you require assistance with drafting a section 9 statement then we would be happy to draft it and email it over. We would require the name of the person who retrieved the recordings. the dates that the recordings were retrieved, the dates the recordings relate to, confirmation that the recordings were sent to Lorraine Cordell by email so that she can produce CD's of the recordings so that they can be played in court and specifically refer to the email containing the recordings so that there is continuity in the chain of evidence. Ideally we would like KGM to produce the CD's and exhibit them but failing this we will try to get the CPS to agree the CD's as produced from the email of Miss Cordell. We stress that the section in relation to the search and retrieval of the KGM database is essential and critical to ensuring that the chain of evidence is intact.

We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 01 April 2015 17:01
To: 'Wood, Peter'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi peter

Great to hear you had a good holiday and yes it is hard to get back into things once you come back from holiday.

I was thinking you was aware there were more then one case, There was 1 were the police officer lied, but then due to all the seizers for no insurance I think there was 5 cases were we did not get the summons they went to court and he was found guilty for no insurance as he did not know. We have been dealing with these cases for a while with the courts. The ones we got the summons for was all fine. To me it is silly the way in which the system works it's a waste of tax payer's money, as you would think when he went to the police compound they would note he did in fact have insurance and then that would be it but nope.

2 have been a nightmare's to deal with as the courts did not send dates out the amount of emails I have sent is a joke I have even had to put complaints into the court which really I should have not needed to do.

When I had to get the solicitors involved with the one were the police officer lied she had to attend my home to get all the data for it.

I showed her about the other cases and all the emails she could not believe her eyes and what we were going through she is helping me with the last 2 cases. It really has been a nightmare you would never want to have to deal with this. Simon Driving licence is in a mess that's why I had to get DVLA involved.

And the worse part is he was insured did nothing wrong but due to the MID database error has had so many problems I think the worse part is not being able to drive and knowing you should be able to and having to pay for insurance you cant even use, not being able to work due to needing to be able to drive.

Regards

Lorraine

From: Wood, Peter [mailto:Peter.Wood@canopius.com]
Sent: 01 April 2015 16:02
To: 'Lorraine Cordell'
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Hi Lorraine,

Fantastic holiday thanks, really great time, went by far too quickly and now its back to normal, took me a while to get my head back in the game I must say.

I didn't realise there was more than 1 court case! This is going to take some time to sort out but I'm glad to hear you got the right result on the recent case.

I guess all I can say for the moment is let me know how things go and of course I will respond again after I have received and considered details of the Police stops/vehicle seizures we are waiting on.

All the best.

Regards

Peter Wood
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Cc: Austin, Andrew
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Lorraine

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Sent: 10 February 2015 16:38
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Cc: lorraine32@blueyonder.co.uk; Austin, Andrew
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

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Pete Wood

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Date: 9 February 2015 11:29:00 GMT
To: Josephine Ward <josie@michaelcarrollandco.com>
Cc: Austin,
Andrew <Andrew.Austin@canopius.com>,lorraine32@blueyonder.co.uk <lorraine32@blueyonder.co.uk>
Subject: RE: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

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Lorraine/Andy – FYI.

Regards

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From: Josephine Ward [mailto:josie@michaelcarrollandco.com]
Sent: 08 February 2015 19:02
To: Wood, Peter; Austin, Andrew
Cc: lorraine32@blueyonder.co.uk
Subject: Appeal against conviction for no insurance Regina v. Simon Paul Cordell on 5th March 2015 at Kingston Upon Thames Crown Court

Dear Mr Wood

I have been instructed by Mr Simon Paul Cordell and Miss Lorraine Cordell to assist in the appeal against conviction that is due to be heard at Kingston Upon Thames Crown Court on 5th March 2015

at 10am.

Miss Cordell has played two recordings that she received from KGM which are pertinent to the appeal but at present as the telephone recordings have not been produced as an exhibit by KGM they will not be admissible at court.

Can you therefore please write a section 9 statement confirming that:

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We can serve these recordings on the CPS and the Court so that they are agreed in advance of the Appeal hearing.

We thank you in advance for your anticipated co-operation in this matter and hope that we do not have to apply for a Third party Witness Summons to compel the attendance of a KGM employee at the Appeal on the 5th March 2015.

We confirm that Miss Cordell is forwarding an email confirming that we are instructed and authorised to request this information.

Yours faithfully

MICHAEL CARROLL & CO.

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 01 April 2015 17:13
To: 'GL-BROMLEYMCENQ'
Subject: RE: Simon Cordell 1403116916

Dear Miss S E Leslie

I still have not had any update to this case could you please get back to me with what is going on as i would like to get this addressed.

Regards

Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 20 March 2015 14:42
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell 1403116916

Good afternoon Mrs Cordell,

Thank you for your email and may to your query I apologise for the delay in replying to your query.
I have referred your complaint to a Clerk of the court.

Regards

Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 17:38
To: GL-BROMLEYMCENQ
Cc: CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; 'Southcju'; 'O'Sullivan Emma'
Subject: RE: Simon Cordell 1403116916

To Whom It May Concern:

Complaint

I am writing this email due to many problems with a case that has been on going for no insurance the old case number was 1402647845 the new case number is 1403116916.

The Problem I have been having is not getting a summon this was the 1st thing so did not know a court date and was found guilty when I did not know I was due to attend court.

Many emails have been sent including my insurance I had a list of cases due to a insurance policy I had with KGM this insurance did not show up on the MID database and I had my vehicles seized around 9 times when in fact I had paid for my insurance.

Then this case happened on the 20/5/2014 this was on a new policy with a new insurance company please see attached insurance document. The insurance started on the 19/05/2014 and I believe this is why this one was not showing on the MID on the 20/05/2014 as it was to short a time.

I have sent many emails to the CPS who do not reply but I do get the read replies so I know the emails are getting opened the only reason I got the above emails addresses was due to all the email I was sending to the main CPS and calls I was making one day I was put though to a manager of traffic CPS as i was so upset on the phone to what was going on. I explained all the problems I was having all the calls and emails that were being sent, her name was Emma O'Sullivan please see attached email. The only traffic CPS that have replied

was from CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk a wonderful lady called Sharon Burns.

I have also been sending emails to the court for the above listed case and have been including my insurance policy, I have been getting replies to my emails were I was told to file a statutory declaration which I did for this case on the 02/12/2014 at Highbury Magistrates Court.
When I came out of court I was told to go to the court office where a lady took all the papers for the statutory declaration including a copy of my insurance papers. I was told I would get a date in the post with a new date hearing. I have been waiting for the date to come but as of yet I did not get one for this case.

I also did not get a date for the other statutory declaration I done on the same date and that case was heard again on the 26/01/2015 again I was found guilty and was very upset and just filed an appeal which will be heard on the 14/05/2015 at Harrow crown court.

But for the Bromley Magistrates' Court case i not had anything.

For the past 4 weeks I been dealing with a lady called Tracey Bullock Administrative Officer, Court Casework1 D9 | DVLA | Swansea | SA99 1AY due to the CPS not getting back to me with what was on my driving licence. today she sent me this over

Dear Mr Cordell

The Court case with the offence date of the 20/05/2014 is as follows :-

South East London Magistrates' Court
Date of Conviction – 06/11/2014
Offence – IN10
Date of Offence – 20/05/2014
Fine - £600
Points – 6

South East London Magistrates' Court
Bromley Magistrates' Court
London Road
Bromley
Kent BR1 1RQ

Telephone no - 020 8437 3500

Hope this information is of help to you

Tracey Bullock
Administrative Officer
Court Casework1 D9 | DVLA | Swansea | SA99 1AY

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I would like this case looked into and set aside and it to be reopened.

I would also like the summons sent to me for this case that was meant to have been sent out to me which I have never had and the letter of a hearing for the 18/12/2014 could this please be sent via email to this email address.

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And an update as to what will happen as it is very upsetting that I am been found guilty for no insurance when in fact I do pay for my insurance.

Regards

Lorraine Cordell
Simon Cordell

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From: GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 01 April 2015 17:19
To: Lorraine Cordell
Subject: RE: Simon Cordell 1403116916

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Please DO NOT re-submit your enquiry by E Mail, fax or letter as duplicates create unnecessary paperwork and delays.

CONTACT DETAILS FOR BROMLEY ADMINISTRATION CENTRE (for Bromley, Bexley and Greenwich Magistrates Courts) as follows:

Telephone: 020 8437 3500 or 020 8437 3585
Goldfax: 0870 324 0223
E Mail:

GL-BromleyMCSummons@hmcts.gsi.gov.uk (for ongoing summons case enquiries)
GL-BromleyMCEnq@hmcts.gsi.gov.uk (for all concluded case enquiries)

GL-BromleyMCList@hmcts.gsi.gov.uk (for ongoing charge case & Legal Aid enquiries)
SEGroupResultingEnquiries@hmcts.gsi.gov.uk (for Court result enquiries)

Other useful E Mail contacts:

GL-CAO.CORRESPOND@hmcts.gsi.gov.uk (for all fines enquiries)
Enquiries@bromley.countycourt.gsi.gov.uk (for Civil Proceeding enquiries)

Thank you,

Customer Service Team

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From: Leslie, Sandra [sandra.leslie@hmcts.gsi.gov.uk] on behalf of GL-BROMLEYMCENQ [gl-bromleymcenq@hmcts.gsi.gov.uk]
Sent: 02 April 2015 11:03
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell 1403116916

Morning Mrs Cordell,

I have received a decision from th Clerk he has advised that the case be put in court as an application to be re-opened Mr Cordell will be sent a date in due course to attend, I apologise for the delay.

Regards

Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 01 April 2015 17:13
To: GL-BROMLEYMCENQ
Subject: RE: Simon Cordell 1403116916

Dear Miss S E Leslie

I still have not had any update to this case could you please get back to me with what is going on as i would like to get this addressed.

Regards

Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 20 March 2015 14:42
To: 'Lorraine Cordell'
Subject: RE: Simon Cordell 1403116916

Good afternoon Mrs Cordell,

Thank you for your email and may to your query I apologise for the delay in replying to your query.
I have referred your complaint to a Clerk of the court.

Regards

Miss S E Leslie

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 18 March 2015 17:38
To: GL-BROMLEYMCENQ
Cc: CO16Mailbox-.SouthProsecutionFN@met.pnn.police.uk; 'Southcju'; 'O'Sullivan Emma'
Subject: RE: Simon Cordell 1403116916

To Whom It May Concern:

Complaint

I am writing this email due to many problems with a case that has been on going for no insurance the old case number was 1402647845 the new case number is 1403116916.

The Problem I have been having is not getting a summon this was the 1st thing so did not know a court date

and was found guilty when I did not know I was due to attend court.

Many emails have been sent including my insurance I had a list of cases due to a insurance policy I had with KGM this insurance did not show up on the MID database and I had my vehicles seized around 9 times when in fact I had paid for my insurance.

Then this case happened on the 20/5/2014 this was on a new policy with a new insurance company please see attached insurance document. The insurance started on the 19/05/2014 and I believe this is why this one was not showing on the MID on the 20/05/2014 as it was to short a time.

I have sent many emails to the CPS who do not reply but I do get the read replies so I know the emails are getting opened the only reason I got the above emails addresses was due to all the email I was sending to the main CPS and calls I was making one day I was put though to a manager of traffic CPS as i was so upset on the phone to what was going on. I explained all the problems I was having all the calls and emails that were being sent, her name was Emma O'Sullivan please see attached email. The only traffic CPS that have replied was from CO16Mailbox-.NorthProsecutionFPN@met.pnn.police.uk a wonderful lady called Sharon Burns.

I have also been sending emails to the court for the above listed case and have been including my insurance policy, I have been getting replies to my emails were I was told to file a statutory declaration which I did for this case on the 02/12/2014 at Highbury Magistrates Court.
When I came out of court I was told to go to the court office where a lady took all the papers for the statutory declaration including a copy of my insurance papers. I was told I would get a date in the post with a new date hearing. I have been waiting for the date to come but as of yet I did not get one for this case.

I also did not get a date for the other statutory declaration I done on the same date and that case was heard again on the 26/01/2015 again I was found guilty and was very upset and just filed an appeal which will be heard on the 14/05/2015 at Harrow crown court.

But for the Bromley Magistrates' Court case i not had anything.

For the past 4 weeks I been dealing with a lady called Tracey Bullock Administrative Officer, Court Casework1 D9 | DVLA | Swansea | SA99 1AY due to the CPS not getting back to me with what was on my driving licence. today she sent me this over

Dear Mr Cordell

The Court case with the offence date of the 20/05/2014 is as follows :-

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Date of Conviction – 06/11/2014
Offence – IN10
Date of Offence – 20/05/2014
Fine - £600
Points – 6

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From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 02 April 2015 17:18
To: 'GL-BROMLEYMCENQ'
Subject: RE: Simon Cordell 1403116916

Dear Miss S E Leslie

Could you please keep me updated as to when the new date will be via this email as it does seem that we are not getting letters, and I do not want to miss a next court date due to this.

Regards

Lorraine Cordell

From: Leslie, Sandra [mailto:sandra.leslie@hmcts.gsi.gov.uk] **On Behalf Of** GL-BROMLEYMCENQ
Sent: 02 April 2015 11:04
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Goldfax: 0870 324 0223
E Mail:

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GL-BromleyMCEnq@hmcts.gsi.gov.uk (for all concluded case enquiries)

GL-BromleyMCList@hmcts.gsi.gov.uk (for ongoing charge case & Legal Aid enquiries)
SEGroupResultingEnquiries@hmcts.gsi.gov.uk (for Court result enquiries)

Other useful E Mail contacts:

GL-CAO.CORRESPOND@hmcts.gsi.gov.uk (for all fines enquiries)
Enquiries@bromley.countycourt.gsi.gov.uk (for Civil Proceeding enquiries)

Thank you,

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