

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 25 February 2014 14:31  
**To:** 'martinjenkin@broadsuredirect.com'  
**Subject:** RE: Simon Cordell

Hi Martin

Can you please give an update as to what is going on please with my insurance?

I do not think it is right that KGM are doing this with my no claims,

KGM has made one phone call to me about a claim on the 14/09/2013 where I told them I would send the invoice for the van, since this time I have not had one single letter to say they did not get the invoice, or any letters about this so called claim for the 14/09/2013 and this is nearly 6 months old now. How can it be I have not had one single letter yet now my insurance is due to be renewed they bring up this and this is nearly 6 months down the line and I have heard nothing about this claim since I talked to someone from KGM on the phone back in Sep 2013?

I have still not had any letters about the subject access request under the data protect act 1998, and the letter I emailed yourself to send over to KGM on the 26/11/2013 at 15.46, and will now be taking this up with the ICO.

I have never had so many problems with an insurance company in my life then what I have had in the past year with KGM, and will be taking this up with the insurance ombudsman I have already spoken to them and they are very shocked at what I have told them and that is not all of it, they have asked me to write it all down and send it to them by email which I will be doing.

There should be only one thing that is outstanding and that is the issue for the 09/12/2013, I have made 3 calls to the claim line to inform them what happened and yes there is a claim which was not my fault being addressed. I am at this time waiting for someone to contact me about this matter as this is what I was told the last time I made a call about it. Could this be looked into also so I know that it is being addressed in the correct way and I am not just waiting for someone to contact me and this does not happen as I would like to get this addressed as soon as possible so that KGM will see this claim was not my fault.

I would like to get insured yet for the past days have not been able to do so as I am waiting for information on a quote and also to hear back about what KGM is doing with my 10 years no claims which was protected.

I have been with Broadsure for a few years now and have never had any problems with you.

Simon