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

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