

From: Martin Jenkin [martinjenkin@broadsuredirect.com]
Sent: 31 March 2014 13:53
To: 'Lorraine Cordell'
Subject: RE: [1] Simon Cordell Logbook
Hi Lorraine,

Please find attached the response I have received from Claims,

From: Paul McNally [mailto:p.mcnally@aaconline.co.uk] **On Behalf Of** + Southend Claims
Sent: 28 March 2014 15:34
To: Martin Jenkin
Subject: RE: [1] Simon Cordell REG CX52JRX Claim Reference A27/2013/190530

Good afternoon

Many thanks for the V5 now received, however the details therein do not tally with the insurance nor the sales and purchase receipts submitted by the policyholder as such we are at this time unable to close the file.

We will however pass the evidence to hand onto the third party and request confirmation that they will redirect their claim, failing which we will insist that they obtain judgement on the driver of the vehicle at the time of the alleged incident.

As the vehicle was never removed from the policy and the DVLA history does not tie in with the purchase/sales history submitted we are left with a possible involvement as the RTA Insurer which remains a contentious issue, as the V5 shows the owner from 06.02.2012 to 15.02.2014 as Adam Harris, with the inception of this insurance policy being 23.02.2013 for the vehicle and our mutual client/policyholder.

We trust the above is of assistance.

Paul McNally | Technical Claims Handler
Auto Accident Claims on behalf of KGM Insurance | Sureland House | Journeymans Way | Southend on Sea
| SS2 5TF
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From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 26 March 2014 17:54
To: martinjenkin@broadsuredirect.com
Subject: RE: Simon Cordell Logbook

Hi Martin

Is it all possible to get an update I am losing money due to not having insurance and not being able to drive. You said you would get back to me today and I have not heard anything.

Simon

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 25 March 2014 11:40
To: 'Martin Jenkin'
Subject: RE: Simon Cordell Logbook

Dear Martin

Here is the logbook for CX52JRZ please see attached. I did call DVLA after I got the letter from them which showed the spelling of the last name wrong as it was spelled Cardell and not Cordell, they told me I had to wait until the logbook come in the post and then to fill in section 6 to get it corrected. Which I will be doing.

Also i have also noticed today when the logbook came in the post and i am not sure why they have put the new keepers date as 15/02/2014 as the green slip section 10 was sent to them, so the date of the 10/11/2013 was on it so I will be writing a letter to ask why this was done, Along with the section 6 to correct the last name.

Could you please update us as to when this can be sorted with KGM as to the claim that is against Simon so he can sort his insurance out.

Also about the claim for 09 Dec 2013 we still have not heard from KGM as to when someone will be sent out to take a report from Simon could this be looked into?

And also I know there was some confusion as to the number that was called to report this on the 09 Dec 2013, please see the below information from my phone bill

Mon 09 Dec 13:28 SPEC SERV 08444126412 22:00

The call was made to 08444126412 at 13:28 and lasted 22 min this is when Simon called to report what had happened on the 09/12/2013 and give all the information which the person noted. I know there is some issue as to the lady who witnessed this information being missing but it was all given on this call. If it can be possible can someone get the tape for this call and get the information to the witness so KGM can contact her about what she saw and who was at fault.

Lorraine