

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.0

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We need to make sure the payment goes through as failure will result in the Facility being withdrawn.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

Friday 31-Oct-2014	Direct Debit	Unblocked	£328.45
Wednesday 19-Nov-2014	Direct Debit	Unblocked	£149.21
Friday 19-Dec-2014	Direct Debit	Unblocked	£149.21

Monday 19-Jan-2015	Direct Debit	Unblocked	£149.21
Thursday 19-Feb-2015	Direct Debit	Unblocked	£149.21
Thursday 19-Mar-2015	Direct Debit	Unblocked	£149.21
Monday 20-Apr-2015	Direct Debit	Unblocked	£149.21
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 [<mailto: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

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

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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: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
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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 new insurance policy that all went wrong also by no fault of his own, and you making a payment to the said company I feel 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