From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 22 May 2014 17:28
To: 'martinjenkin@broadsuredirect.com'
Subject: RE: KGM Policy-Simon-Cordell

Attachments: Rewired Rewired_Fw_ Our ref_ A27_190530 AX REF - 403050.pdf
Dear martin

For the last 3 days Simon and myself have been trying to sort these 2 claims out with KGM. Many phone calls have been made and all sorts of things said.

Claim dated 14/09/2014 information below

Today I got a call back for the claim dated 14/09/2013 where I asked the lady I spoke to for the information for the insurance company that were making the claim, I was also shocked to hear that they had only today again sent an email to Accident exchange to get them to re-direct the claim,   the information is below.

Company: Accident exchange
Ref: LR4030501
Phone Number: 08700116720

Simon called and spoke to a Mr. Chris Garvin at around 11.50am on the 22/05/2014

Simon was told that they were no longer looking at his insurance and had not been for some time. That they had re-direct there claim to Mr.Harris and all they were waiting for was for proof of the sale of the index incident vehicle, CX52 JRZ from KGM and had been waiting for this for some months to close that part of the claim down for Simon. Simon asked Mr. Chris Garvin if he could email himself this and also email this again to KGM I will attach the email from Mr. Chris Garvin with this email for you to see

Again it does seem as if KGM are not doing there job as from what I heard today this claim should have been taken of my insurance from months ago. Simon again called KGM about this and getting KGM to send Mr. Chris Garvin the proof of sale and was shocked to hear it would take KGM 5 days to send this over so that this claim can be closed down. I at this time think KGM has had long enough already to deal with this matter and due to how long this has taken has messed Simon insurance up enough already due to KGM not doing there job.

This should have been cleared up months ago but KGM is just holding on to it.

Claim dated the 09/12/2013 information below

Also today we have been trying again to sort the claim dated 09/12/2013, where Simon was driving my car to service it the Rover Reg Y311 FVV. We have been told that the last few weeks they would send us a form out to fill in to Simon email address re_wired@ymail.com which should be on file when he took the insurance policy out with KGM. But not getting the form again we called and asked why. They seemed to have had the wrong email so re took it and said they would send they out yesterday still not having got the email by today we asked them why we had not got this again they had the wrong email so again they had to take it. We do now have the form which is a joke in itself to fill in so I made a call to KGM to get some help as most of the information also KGM already have, But within the call I was not happy with what Mr. C Clancy said to me on the phone.

They do seem to have the witness information now to the claim which was given on the phone to KGM on the 09/12/2013 which they in the pass told me they did not have.

Mr. C Clancy had to in the end go and get the file out as there was so much mess on there system he needed to see what had been done in the file.

They did call Miss Hue who is the witness and got her email address and they sent her an email on the 05/02/2014, but since this time they have not heard from her. I said to Mr. C Clancy with the mess up with Simon email address and not taking down the correct email does it not seem something is wrong if Miss Hue was willing to give you her email then why would she not have filled in the information to ask her for. Why has nothing been follow up by calling Miss Hue and asking. He could not understand why this had not been done.

He then went on to try and help me with the form they had sent over and when he heard I was insured on Y311 FVV he said could I give him a while for him to read the full file.

He came back on the phone and said but why is this claim not going through my insurance I said why should it as I was not driving it on the 09/12/2013 it was covered under Simon Trade insurance as he was taking it to be serviced.

At this he said that Simon was not covered to drive my car to service it under his trade insurance, I told him what was the reason for having this trade insurance if Simon was not insured. I then went on to say about some months back when I myself talked to the claim hander Miss Alana Foster and she said this also. And that you had contracted the underwriters and sorted this out and Simon was in fact insured. He said he was going to have to contract the underwriters and conform this. At this I was really not happy and told him does your teams do there work correctly as to me there is no communication between KGM departments. I told him on the phone I was going to again contract you and again sort this mess out as if there still saying Simon was not insured then they sold him the wrong insurance policy. At this he said to me don't do that just wait till I get back to you today or tomorrow.

There is a lot more that has been said but this is just a little outline.

Sorry Martin there is such a mess with KGM they don't seem to know what they are doing and this is having a great affect on Simon life and more costs due to his insurance costs, and the fact now he has to go to court around 6 times for no insurance when he was in fact insurance and his insurance was paid for.

Can you please try to deal with this mess? And take a look at the email that I have attached for the claim of 14/09/2014 I don't see why Simon no claims is being withheld due to KGM not doing there job and also having the new insurance closed due to this fact and you having to open a new one this is really looking bad on Simon and he has done nothing wrong here.

Also can I ask something about Simon New insurance does it cover him for his window screen on his car?

Can you please give us an update for all this and sorry for the long email.

Regards

Lorraine