

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 have asked for the recoding of the phone call be pulled out and heard so that the information as to the witness can be put on this claim and contacted yet I have heard nothing also. I have asked and emailed many times about this claim and it seems nothing has been done but yet KGM wants to hold this claim also against my insurance.

There is also the fact on the 26/11/2013 an email was sent to Kelly Tiller at KGM about a subject access request under the data protection act 1998 again I have heard nothing about this and more emails have been sent over about this.

Please can these issued be addressed I paid for my insurance and it seems that nothing gets done it does not matter how many times calls are made or emails are sent KGM are just leaving everything.

How long should it take to sort out a claim? Should I have had at least a letter? Why has nothing been addressed? As at this time due to these claims I cannot work and this is costing me money every day I am not insured.

Regards

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**From:** Martin Jenkin [mailto: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.