

**From:** Complaints [complaints@lloyds.com]  
**Sent:** 22 January 2015 12:08  
**To:** 'lorraine32@blueyonder.co.uk'  
**Subject:** Notification Case No 8079/2014 - MT3574694

**Attachments:** S Cordell Cert.\_KGM\_ 2013-2014\_Colour.pdf; Information we need.pdf  
Dear Mr Cordell,

Thank you for your emails.

I note that you have been liaising with Canopus in regards to your complaint and from the correspondence we have on file that it is your intention to go to court.

Lloyd's complaints procedure is to offer policyholders the option for a review by Lloyd's, should they remain dissatisfied with the way in which their complaint has been handled. This is an independent review by a case officer at Lloyd's. However please note once a complaint becomes the subject of a court case Lloyd's can take no further action and we would have to cease our investigation.

Therefore, please can you confirm whether you are providing these emails for information only or whether you wish Lloyd's to review your case in place of potential court proceedings.

Kind regards  
Cheryl

Mrs Cheryl Shannon  
Case Officer  
Complaints  
Lloyd's  
Telephone +44 (0)1634 39 5693  
[www.lloyds.com](http://www.lloyds.com)

**SAVE PAPER - THINK BEFORE YOU PRINT**

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 21 January 2015 22:53  
**To:** Andrew.Austin@canopus.com  
**Cc:** Complaints  
**Subject:** FW: MT3574694

Dear Andrew

Please see attached Insurance, which will show you full details of his insurance policy and dates covered.

Yes, we do want full disclosure so this matter can be sorted out by the court and I can send the information over to the CPS for the case of the 14/11/2013 where the police officer told KGM I had tools in my van to void my insurance. Kelly Tiller from the trade section and Jessica know fully what went on and it was Jessica that took the phone call from the police officer. After this I believe Kelly Tiller took over dealing with my policy and she was the one that had the say to cancel my policy and she was the one that believed the police until I went to the police compound and spoke to the manager there where he spoke to Kelly Tiller. If I had not done this Kelly Tiller would have cancelled my