

I am forwarding you all the emails I am sending so you can see what is going on and keep updated. As you can see, I am not getting very far with the information I need to clear my name with the courts and DVLA. If KGM fail to comply with the Subject access request under the Data Protection Act 1998 and give me the information I need within 7 days I will be putting it in your hands to deal with all of the matters as this has been going on long enough.

Regards

Simon Cordell

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

Dear Mr Cordell,

Thank you for your emails.

I note that you have been liaising with Canopius 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@canopius.com](mailto:Andrew.Austin@canopius.com)  
**Cc:** Complaints  
**Subject:** FW: MT3574694