

document.

This is the registration that should have been on the policy from the start.

We never new it was not correct until 08/04/13 when again the correct registration was given.

However, it was put down as Renault Clio registration NA57LDY, we then believe it was put in correctly and not a new car added.

We was not sent any documents of that change so did not know there was again an error until the Oct 2013 when it was in fact corrected this time we asked for new documents to be sent which they were so we could check.

But they kept on his policy Renault Clio registration NA57LDY we made a next call and told them this needed to be removed and was told it would be done.

It seems this was never done by what you have sent in your email.

I do believe I have emails also about this issue to Broadsure Direct and Martin Jenkins, can confirm this as he was the one we dealt with at Broadsure Direct. He also should remember all the phone calls.

There is also a next issue Simon was not just covered with the basic trade insurance with KGM, Broadsure Direct had a special section with KGM which included in his insurance he was in fact covered for his work as a mechanic, not just standard insurance of trade buying and selling that KGM as a rule only deals with.

This has been discussed with the underwriters at KGM by Broadsure Direct re Martin Jenkins. This also caused issues with his insurance cover a few times. This was also meant to have been address and seems it was not. At the time we was not happy as we was told he was not covered when in fact he was. If you call Broadsure Direct and speak to Martin Jenkins, I feel that he can send you the paper work and under writing of how Simon's insurance was meant to have been setup.

As you can see there was a number of issues with his insurance with KGM that lead to problems. and even with the issues of 14/11/2013 when a call was made to Kelly Tiller we asked did the police say what tools was meant to have been in the van as if there was mechanic tools in there his insurance should have in fact covered this.

Kelly Tiller said no the police officer did not say which tools. But also said he was again not insured for this again Martin Jenkins got a rude call from us and again he had to make calls to address this issues.

Can you please confirm he was correctly insured with KGM and write this as I would like this addressed.

And one last thing could you please say in your letter on the date of the 14/11/2013 he was fully insured just so there cannot be any mistakes at court.

Sorry, this is causing such an issue and taking up your time but I really want to have something that is fully correct, as I do not want any other issues with courts, police and anything else that could cause my Son problems.

Regards

Lorraine.

From: Wood, Peter [mailto:Peter.Wood@canopus.com]

Sent: 30 January 2015 17:02

To: Lorraine Cordell

Cc: Austin, Andrew; Donovan, Paul

Subject: RE: MT3574694 Simon Cordell

Dear Simon,

Please find attached the following –

- Recording of the original call made by the Police officer to KGM in which he advised that there were tools in your van.
- Recording of the call between Kelly Tiller and the Police compound in which Kelly was advised that there were no tools in the vehicle.
- Receipt showing purchase of the van.
- E-Mail from Gareth Mullett from the compound confirming that there was nothing on the seizure