

**From:** Ayi, Anita <Anita.Ayi@financial-ombudsman.org.uk>  
**Sent:** 21 November 2014 11:30  
**To:** 'Lorraine Cordell'  
**Subject:** RE: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)  
**Attachments:** Cordell CF.rtf

Dear Lorraine

Many thanks for your email.

I have reattached the complaint form to the email for your perusal.

If you have any further question please do not hesitate to contact me.

Kind regards,

Anita Ayi  
Consumer Consultant

Anita Ayi | Consumer Consultant | Tel: 020 3716 9790 | Fax: 020 3716 9791 | Financial Ombudsman Service | Exchange Tower,  
London, E14 9SR

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 20 November 2014 20:09  
**To:** Ayi, Anita  
**Subject:** RE: Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

Hello

Thank you for the email to the complaint but I can not see the attached form which my son would need to look over and write anything else that has not been written and sign and send back.

Could you please attached the form so that this can be done

Regards

Lorraine

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**From:** Ayi, Anita [mailto:Anita.Ayi@financial-ombudsman.org.uk]  
**Sent:** 20 November 2014 17:30  
**To:** 'lorraine32@blueyonder.co.uk'  
**Subject:** Mr S Cordell's complaint about KGM Underwriting Agencies Limited (Our ref: 16352175)

Dear Ms Cordell

#### **Mr S Cordell's complaint about KGM Underwriting Agencies Limited**

Thank you for getting in touch with us. Our consumer leaflet explains our role – so do read through and have a look at how we can help: [www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm](http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm)

As you can see, before we can take on a complaint, the business involved must have the chance to put things right.

#### **what happens next**

I've written to the business to let them know about the complaint. They should contact you soon to tell you they are looking into what's happened – and to ask for more details if they need them.