

access request to your Broker. Should you wish to proceed with this, please can you formally request this in writing to our Data Protection Officer at the address detailed at the foot of the letter including a cheque payable to KGM Insurance for the sum of £10.00. Alternatively, you may wish to wait until our full investigations have been finalised.

Can you please confirm how you wish to proceed with that request.

Should you not be in receipt of any of the letters I refer to above, please advise me and I will ensure copies are sent to you immediately.

I await your reply

Andrew Austin

Deputy Underwriting Operations Manager | KGM Motor Insurance

Member of the UK Specialty Division of Canopus Group  
KGM House | 14 Eastwood Close | London | E18 1RZ

From: Lorraine Cordell [mailto:[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)]  
Sent: 21 January 2015 11:31  
To: Austin, Andrew  
Cc: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Subject: RE: MT3574694

To Whom It May Concern:

I am writing due to the complaint I put in. I have forwarded emails to Broadsure Direct and spoken to Broadsure Direct who took the policy of insurance out policy no: MT3574694

I have been asking for information from KGM since 2013 and have heard nothing back.