



The screenshot shows a software interface for policy management. The main window displays policy details for 'MT3574694'. Key information includes:

- Name:** MR SIMON CORDELL
- Address:** 109 Buncroft Avenue, Enfield, Middlesex, EN3 7JG
- Policy Number:** MT3574694
- Product Group:** Motor Trade - MID1
- Broker Number:** DB251
- Policy Status:** Terminated
- Transaction Type:** Renewal Lapse
- Effective From:** 23/02/2014
- Transaction Status:** Active
- Policy Period:** 23/02/2013 to 23/02/2014
- Renewal Period:** Annually
- Last Renewal:** 23/02/2014
- Expiry:** 22/02/2015

 A table on the right shows a history of transactions:

Effective	Type	Status	Transaction Status
23/02/2013	New Business	Pending	Replaced Pending
23/02/2013	New Business	Live	Active
08/04/2013	Adjustment	Live	Active
28/10/2013	Adjustment	Live	Active
29/10/2013	Adjustment	Live	Active
23/11/2013	Cancellation	Terminated	Deleted Reversed
25/11/2013	Cancellation	Terminated	Deleted Reversed
26/11/2013	Cancellation	Terminated	Deleted Reversed
01/01/2014	Adjustment	Live	Active
08/01/2014	Adjustment	Live	Active
23/02/2014	Renewal Invalidation	Live	Deleted Reversed
23/02/2014	Renewal Lapse	Terminated	Active

 Below the main details, there is a 'Vehicle - Private Car' section with fields for Reg Type (UK), ABI Code (3999999), Make (FORD), Model (ZETEC), and Vehicle Type (Private Car). A table at the bottom lists vehicles:

Registration	Make	Model	Cover	Type	Suspended	Temporary
MA57LDY	FORD	ZETEC	Comprehensiv	Private Car		No
C052FR2	FORD	TRANSIT TD	Comprehensiv	Private Car		No
MA57LDY	RENAULT	CLIO RIP CU	Comprehensiv	Private Car		No

I have become involved in this matter following receipt of a Data Subject Access request and a complaint letter from Simon and Lorraine Cordell. During the course of my investigations to establish all the facts before responding to the letter of complaint it has been necessary for me to obtain and listen to various phone calls between the client and Underwriters, the Broker and Underwriters, Underwriters and the Police compound and the original call from the officer at the roadside and Underwriters.

I feel I have now reached a good understanding of the sequence of events and as a result have provided both a Letter of Indemnity and 2 relevant call recordings to Lorraine and Simon Cordell to support their appeal.

Josephine Ward has requested that in addition to this I provide a section 9 statement and confirm the following points –

- I have been able to search and locate, I believe, all of the relevant call recordings connected to this matter. I have located in total 8 call recordings but have provided the 2 relevant calls being the call from the officer at the roadside talking to Underwriters and the call from Underwriters to the Police compound. The fact that I have been able to search for and locate these calls proves to me that our call recording equipment was functioning correctly, certainly on the days in question, on the few occasions its not working the result is that you cannot locate any call recordings.
- I would confirm that the 2 calls I have provided to Simon and Lorraine are authentic and have come from KGM call recording systems. These 2 calls specifically are –
 - The call made to Underwriters by the Police officer on the 14/11/2013
 - The call made by Kelly Tiller to the Police compound on the 26/11/2013
- I would confirm that I was searching for and located these call recordings on the 23/1/2015.
- I would confirm that I e-mailed these call recordings across along with the Letter of Indemnity to Simon & Lorraine Cordell on the 30/1/2015.

Signature:.....

Date:.....