



The screenshot displays a software interface for policy management. The main window shows details for policy MT3574694, including the client name 'MR SIMON CORDELL', address '109 Buncroft Avenue, Enfield, Middlesex EN3 7JG', and policy status 'Terminated'. A table on the right lists transaction history with columns for Effective Date, Type, Status, and Transaction Status. Below this, a 'Vehicle - Private Car' section provides details for a 2007 Ford Transit, including registration MA57LDY, chassis number 3999999, and model ZETEC. Further down, there are sections for 'Vehicles', 'Drivers', 'Endorsements', 'Excesses', 'Limits', 'Renewal', 'Misc', and 'Notes'.

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:**.....