

Re: Your Complaint and request for information ID:COR10388/00003

From: Rewired Rewired (re_wired@ymail.com)

To: marsdeni@tuckerssolicitors.com

Date: Tuesday, 28 April 2026 at 16:23 BST

Subject: Request to Pause Investigation & Request for Full Insurance Policy (Hard Copy)

Dear Mr Marsden,

Thank you for your email and the attached response.

I need to inform you that my mother has recently passed away. Due to this bereavement, and the number of urgent legal and personal matters I am currently required to deal with, I am not in a position to respond to or participate in any investigation at this time.

Accordingly, I request that the investigation be formally paused until I confirm that I am able to continue.

Separately, I still require a complete copy of the relevant insurance policy. As a former client, I am entitled to receive the full policy documentation under the **Consumer Rights Act 2015**, the **SRA Code of Conduct**, and the **FCA ICOBS rules**, which require that clients are provided with the full terms, conditions, exclusions, and policy wording. In addition, because the policy contains information relating to me and my matter, it also falls under my right of access to personal data under the **Data Protection Act 2018 (UK GDPR)**.

Please arrange for a full hard-copy version of the policy to be sent to me so that I can review it properly when I am able.

I will contact you once I am in a position to resume correspondence.

Yours sincerely, **Mr Simon Paul Cordell**

On Tuesday, 28 April 2026 at 08:00:26 BST, Ian Marsden <marsdeni@tuckerssolicitors.com> wrote:

Dear Mr Cordell

Please find attached response to complaint.

Regards

Ian Marsden

Ian Marsden
Compliance and Contracts
T: 07484045420
M: 07484045420



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From: Ian Marsden <marsdeni@tuckerssolicitors.com>

Sent: 24 March 2026 08:11

To: re_wired@ymail.com <re_wired@ymail.com>

Subject: Your Complaint and request for information ID:COR10388/00003

Dear Mr Cordell

I attach a letter confirming that your complaint has been received and is being addressed together with the firms complaints procedure.

I am sorry its taken a little longer than expected to write but will revert to you with a full response and answer to your queries within 7 days

Regards

Ian Marsden

Ian Marsden

Compliance

Compliance and Contracts

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