Transcription

Thank you for calling QBE. Your call will be answered shortly. Thank you for...

Good afternoon QBE. Hello, how are you doing? May I ask who I'm speaking to please? This is the...

...QBE, my name is Joe. How are you doing Joe? I have an enquiry. Is it possible to get put through to claims please? An insurance claim. I'd like to make a claim against the Metropolitan Police. Was it for a car accident? For negligence and gross misconduct and criminal activities and criminal intentions. Okay. So do you have an insurance with QB? No, they are insured and I'm just a member of the public that's been victimised by them.

Or does not relate to a claim, press 2. Welcome to the QBE Insurance Claims Customer Hotline. QBE Insurance Europe Limited is authorised by the Potential Regulation Authority and regulated by the Financial Conduct Authority and the Potential Regulation Authority.

On the Motor Insurance database, please check that we are in the named contact details as there are many policies that we underwrite but do not handle claims for. Please listen to the following choices:

To report a windscreen claim, press 1. For information on an existing claim, press 2. To report a new claim, press 3. If you are unsure whether a claim has been reported, press 4.

Connected to the QBE 24 hour accident management contact centre. Please hold the line while we allocate your call to an agent. Please note your calls will be recorded for training purposes. We are sorry to keep you waiting, but all of our agents are currently busy. Please hold, and your call will be answered as soon as an agent becomes available. We're sorry to keep you waiting. Our advisors are working hard to answer your call as soon as possible. Thank you.

We are currently experiencing a high level of calls. We're sorry for the delay, but please continue to hold and we will answer your call as soon as possible.

Hello, how are you doing? My name is Mr. Cordell and I'm interested in making two different claims. Not precisely at the present, I'm just trying to get the understanding of the information that I need to be able to do that. I understand that the two people that I want to make a claim against are insured with yourselves. One of them I have a policy number to and the other I'm trying to obtain the policy number to. I was wondering if you could just help me do this.

Okay, so have you got the vehicle registration?

There's not vehicles, they're actually companies that you've insured. Right. Okay, right. So there's not been an accidental?

No road traffic accidents, but there's been negligence and gross misconduct and sufferings that I've gone through due to people that you have limited indemnity and insurance with, that you cover for them.

Right, so that's not...

OK, that's not us, because we're QB's accident management company, so it's Okay.

Can you give me the contact details for them, please?

Yeah, I'm just having a look now because I'm not too sure on who you need to be speaking to. I appreciate that. And the contact telephone number is 0113 0113 290 290 6600 6600 And that should be a direct dial number so you'll get straight through to someone.

Okay, so that's 0113 290 6600 I appreciate your help today.

Alright, thank you madam, have a good day, bye bye. No worries, bye bye.

Look, that's a broad. Yeah, I can't ring that number on this phone.

Welcome to QBE. Please choose one of the following options. Press 1 for claimed reception. Press 2 for underwriters.

Wait while you answer your call.

Thank you for calling QBE. Your call will be answered shortly. Thank you for holding.

Hello, may I ask who I am speaking to please?

You are free to keep your switchboard, how can I help?

I am trying to make a claim of insurance against someone's public liability or indemnity insurance and I got kicked off, put through to the wrong branch. So it is for a public liability claim?

Yes, that is correct. Just trying to correct you. Thank you.

Welcome to the QBE European Operations Casualty Claims Line. QBE Insurance Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. If you are calling with respect to the claim, please press 1. If you are calling with respect to the matter not relating to a claim, please press 2. To hear these options again, please press 9. This call may be recorded and monitored for training and quality purposes. The purposes for which any personal information you provide will be used include the handling of claims and fraud prevention. Details may also be passed to third parties such as loss adjusters, intermediaries, our affiliates, police and the law enforcement. Agencies. Full details of our use of personal information and your rights can be found in our privacy policy which is available on our website at www.qbeeurope.com/privacy-policy or ask your claims handler for details.

Who am I asking? Are we speaking again?

Yes, Chunni Rooney. Chunni Rooney. Rooney. How are you doing? My name is Mr. Cordell and I'm just trying to make some general inquiries in regards to two claims that I'm trying to set out. What I have is a policy number for one of the people that I'd like to make a claim

against. And I've got their details and the amount that they're insured for and I'm just going through the proceeds now. But there's one other company that I'm trying to get the details to. Right, now I...

Okay, so... I can see where we are with the information that you've got but I can't... Won't actually be able to give you any information about one of our policy holders. Do you know whether either of these people have submitted a notification of either of these claims to us?

No, not as of so far. I'm just in the process of now gaining the information that I need so that I can act litigant and make a claim against these people. But they will need to tell us about what's happening. I can appreciate that. I can appreciate that, but I'm just trying to confirm that these people are insured with yourselves and that the insurers... And basically a clear police officer are ones the police and ones and food council that worked in collaboration to get more insurance circular and they've shown and now faces a public office and malicious process a malicious prosecution they've helped file the complaint filed complaints against me since two thousand and thirty and legally holding me in my house for like the organization of illegal raves if something's illegal you've got to be arrested they never arrested me and they um they cut they know i never got no interview somehow the maximum sentence would be six months if you did get arrested i never got arrested and somehow i'm riding an eight-year curfew in my house I'm not allowed to leave my house and I think now when I've checked the folders I noticed the police were missing all the victims signatures and that they had forged all the timestamps to their call centres and then what I've noticed the police officers have changed all of the other coppers names police officers names to Bran A, Bran B a devil in me and stuff like that. A devil in me, no one in the UK is actually allowed to have that as a birth certificate, on their birth certificate as a name. So it's clearly forged what's happened. I've been phoning them up, explaining it to them down the phone and I've got like over 41 recordings of them saying you're dead, you've been robbed and all of this that I'd like to be able to play to yourselves and show you in my evidence. Right, okay. So you said your name was Mr Cordell, what was your first name?

Simon, Simon Paul, my Christian name's Paul. Yeah, that's correct. And I don't want to make the claims right at this precise moment. I've built a diary and I've built my evidence and that. I'm going to be going through a solicitor's and that, but I'm just confirming that when I go to my solicitors, I've done most of the work already and I'm prepared to sit down with them and say, well, this person's insured with that person, this is their insured there. From the years 2013 up until date, I'm interested for them all. Perfect. One of the policyholders is Enfield Council, QB Insurance. They seem to be insured for £50 million with yourselves and they've only been insured recently since the 1st of April 2019. They're covered till the 31st of March 2020 with you. Ian Davis is their chief executive. I've been phoning their whistleblowing policies and recording the conversations with them also and showing them. Now what they've done is, because it takes two companies to make an ASBO plus victims, so it takes say the Metropolitan Police and the council to go into the Civic Centre and it take a load of victims that want an ASBO. There's like four different sorts of ASBOs. You can get a CBO, which means that someone's committed a criminal offence, you get arrested, get interviewed, go to court, get found guilty, and then they put a CBO ASBO, criminal ASBO on you, which is what they should have put on me if I'd been charged for the organisation of illegal raves. But, honestly, they put a stand-alone ASBO on me, which is like kicking a football up a wall. And they've said that I'm barred from the whole of the UK, I'm not allowed to do this. They wanted a lifetime ban on me and the rest of it. And, basically, what they've done is... Because when they had the meeting, there was no true victims. So they forged all of the MG11 forms,

which is the victim statements forms. There's no signatures at the bottom of them. I requested all the victims to attend court. No-one would attend court because there was none, obviously. It says in some of the cases that white people committed the crimes and parties. I was on curfew for a year prior so I couldn't have done none of this in real life. Because I was phoning them and I was saying to them, "I know what you've done to me." Basically they started getting concerned and then they've put a smoke screen up using my partner and me when we've both never argued or anything. They've destroyed my partner's life and destroyed my life. And we've got a young sibling that we were looking after and I'm thinking it's unfair what they've done. And to cover it up even more, the council decided what they were going to do is they were going to create a processional. Imagine the council and the police have barred me from being homeless and locked me in my house for eight years. Now they've put a processional order in because the council never went to none of the courts or nothing. Only the police went to the court. And eventually because I want I basically showed that all this evidence I'm talking to you about the council put a processional doing but they never realized I was on bowel conditions and not allowed to be in my house so while I wasn't in my house they've made up like 12 days and they've emailed them 12 days to us and I wasn't in my house yeah so now I've said to them that you're not in my house I'm not in my house is illegal this processional that you've made you forged another processional on top of fortune everything else which is the fraud act 2006 company act Now, because they've done that, they've used malicious process, I've won the case at court, the judge threw it out, then they've took the same claims, they got the 12 claims, they copied them and pasted them into another document, they copied them three times, I can prove every one of them is forged now, they've been copied and pasted. Right, okay. I'm not going to be able to help you, I can't provide you with any details about any of our policyholders' policy. So, if I... I've had to shoot for off to deal with. If you just have a look at my website, I've put up a draft website here just because I know what they're like. They've been calling in Rio. I've stripped all of the police's computers with FOIs and I've stripped all of the council's and everyone's. I wasn't known to nobody, no mental health services or nothing. Now I've got the council all planning on Rio in a forum all together. Yeah, we're gonna get him on tablets and the rest of it. We're gonna do this to him. It's manslaughter what they've done. Now, every day they're in this war room, Merlin, in Rio, talking loads of them, all the council officers. I'm winning all of the cases. They're letting my neighbours attack me. I'm videoing it all and everything, yeah? And I've built a complete diary showing everything, yeah? They're going to prison for years. Yeah for what they've done to me um and i'm definitely going to need to be in contact with yourselves again in regards to being able to claim for my losses and for my damages that i've suffered throughout this period of time i know that um you're telling me right now that you can't reveal that information the enfield council's already gave me their information and that's how i'm contacting yourselves and the metropolitan police have gave me this information as well Basically what the police and the council have done is to cut it short, why it's taken such a long time. Remember I explained it took the two of them to make the ASBO and then the council never went to none of the court cases. Then because I battered them in the court case basically, putting it bluntly. They've put in a processional they've not realized i'm in the setting not in the house then because i've won that and they're in so much trouble they've put it into an injunction order i've won that injunction order then they've put the same claims again into another injunction order then after then after that they're going to put it all into another processional order so right now i've had right now i'm in court I'm just waiting for the last procession order to be dropped, which I'm definitely going to have it dropped and won because it's the same claims that they forged when I went in. I don't know. You would not want these people to be your codees if they ever were because you'd be going to prison with them. The stupidity is just unbelievable to which they've done and what I've documented

down in the proof and evidence. I appreciate your time today, madam, and I'm clearly in the right place to where I'm going to be going to, and that's enough for me for now. Yeah, what I'm curious about is just how much the Metropolitan Police, London Metropolitan Police, would actually be insured for. How much are they covered for? That's allowed to be revealed, how much they're covered to the Metropolitan. No, I can't tell you anything about the infidelity. If I put it in writing to yourselves, can I request that information of yourselves, how much they're covered for?

No, I don't think you can. If you want, I mean really, they need to tell us about if there's a claim against and in situations say that say say say in a situation where where the people because it's with car insurance i've seen it happen loads of times where someone don't want to tell their insurance company something that they've done wrong and then it comes down to a stage where okay well it becomes a they've got 14 days to tell you or a certain amount of time to tell you if somebody's told you something i've been phoning up their whistleblowing policies that's publicized online and all the rest of it telling them down the phone and they've failed their obligation to a degree but I haven't put the claim in formal writing to them yet. It's true of what you say about the car accidents. People have got to tell their insurers, or their insurers have an obligation to do certain things in certain situations because there's a statutory authority that says that they've got to do that. Now, this isn't the same for whether it's a public liability claim, and I don't know whether the things that you're talking about would... Would fall under any policy that we issued or not because I don't know enough about it at the moment. And I don't know anything about these people's policies at the moment either. So I don't know whether it would be or wouldn't be covered, but the duty in terms of, in terms of insurers' duties aren't the same as the public liability policies, they are the most important policy. So I think what you need to do... You usually do regulate yourselves, sorry, go on. The insurance capriori, because this is something that I've really been... Because I feel that there's the corruption going around in the systems and just for the purposes to watch their data. They've scribbled everywhere. The reason they've done this to me is because of my ethnicity, because I'm brown and I don't fit the job. Some people are allowed the job, some people ain't, sort of thing. So while that's all going on, I basically... I know that... I've lost my thought pattern anyway, because I know what's going to happen. But I appreciate your time today, madam. Okie dokes. All right, thank you. Well, good luck with that. Go and take a look at it. That'll be your best way forward and take it from there, really.

Yeah, I will do. OK, thank you. All right, thank you. Bye.

Saying they don't know whether they're covered in them circumstances or well, should there be something they should have to go for. Anybody's business dealing with incidents in the public, physical or mental, what it is, is Article 3 is what covers it. State officials, Article 3, 100% says physical or mental and that's what they're dealing with. It doesn't matter whether it's physical. They're used to dealing with, "Oh, well, someone booted a door, and the door went into my face." physical and mental sufferings, innit? QBA insurance Europe limited and it's both of them. They won't tell you how much they're insured for. That's what I was trying to get What do they have to tell an insurance company about? What does pub amendment mean? It means any businesses, any running business in the general public any dealings with the property going over then it's up to them whether they send it over. What's that all about? It's a suit. For the people that have got to go back to all of these criminals. They've got to be in Never Neverland. This thing just needs to go online, don't it?