Speaker 1 (00:10):
[inaudible].

New Speaker (00:10):
11/08/2020 at 14:14

Speaker 2 (00:17):
[inaudible]

Speaker 1 (00:32):
[inaudible].

Speaker 2 (00:32):
Good afternoon Insurance Kay speaking.

New Speaker (00:32):
Hello? How are you doing kay, it's Mr. Cordell.

New Speaker (00:34):
Hi Mr. Cordell.

New Speaker (00:34):
I was just phoning to make sure that you received the email.

Speaker 3 (00:41):
I did see the email. I've emailed you back. actually today.

Speaker 2 (00:45):
AR, have you I was checking my emails,

New Speaker (00:46):
Yeah,

Speaker 3 (00:48):
The letter thank you for the letter,, thank you for the letter. However what you have not included in the letter is what you're alleging against the Enfield.

New Speaker (00:57):
I understand that.

New Speaker (00:57):
It does not have to be massive detail but you do need to say, why you think the Council is at fault? What have they done? What you're claiming for.

Speaker 2 (01:07):

I'm claiming for the eight years, that I just lost for them forging the Asbo.

Speaker 3 (01:12):

Yeah. You need to put that in the letter in an email to me.

Speaker 2 (01:16):

And also oversly now that the Asbo is over i can't go back out because of they have allowed Lemmy and the rest of these people to come in and forge all of these applications. They create some history in my name, which I didn't have nothing before and they have basically create over 5000, pages in my name. Um,

New Speaker (01:35):

You need to send all of that to me.

New Speaker (01:35):

Oh, now anytime I walked down the street, the police would just take me straight to the doctors and put me in a hospital because of this made up stuff that the Council has made. I can't even go out,

Speaker 3 (01:44):

Right, you need to put that in an email. Just what you said there you can send that in an email to me

Speaker 2 (01:51):

Right? But there's a lot more to it than just that one point. Then

Speaker 3 (01:55):

I no the and you can say there's more to it, but that's what the crux of your claim is. Isn't it?

Speaker 2 (02:00):

Yeah, it's negligence and Gross misconduct and all of the highest and all of the swearing down the phone to me and the people being rude to me the whole lot. basically.

Speaker 3 (02:10):

Well, people being, people being rude to you that's the insurance matter.

Speaker 2 (02:12):

Well, staff telling me down the phone when I'm trying to live in 2015 say when I was phoning up Enfield Council saying, well, this has happened. And I shouldn't be getting punished for the Asbo what use lot have created and then them saying well you're not allowed out its your own, um, ha, ha, ha, ha. You're not allowed out your dead, your dead, your dead, your and all of that and that is negligence and that is them working. They're running objectives in the company. and me,

New Speaker (02:42):

All right ok, so, that is not really being rude is it. that's beyond being rude isn't it.

New Speaker (02:43):

If i was to put it straight If I was to put it straight, Lemmy went to take my life. He's gone from my home, my possessions, my belongings. They wanted me to pay court costs. They've stamped it in every page, after forging it and i got all the phone calls of me explain it. Then they still they're going to take everything off me. They want it to take my mental health of me.

Speaker 2 (03:04):

Yeah. They're so they're saying they refer me to the doctors, even though I've never had nothing wrong with me and getting all this done and they have never even met me. Then on top of that, they're saying they want my mental capacity. So my mentor, they're telling my dad, my dad's an ambulance driver for the NHS and there telling my dad and my mother and my dad and mother are saying there's nothing wrong with me. And the Council's maliciously done this. And they're telling my mother and that they're taking my legal, guardianship that there taking their legal Parental guardianship away from them and me, now they're taking full custody of me as even I've got a brain efficiency or something that I'm now under the mental capacity. Yeah. Plus on top of that, they want me under the mental health act. And while I'm in the hospital, they've refiled a possession order, after losing it from the possession from after the injunction, from the injunction

Speaker 2 (03:50):

because they, they went and they fought while I'm in hospital, that the hospital was going to have to take me to the Courthouse and now not my mum or my dad or myself. And they're going to go for my legal rights. They wanted to imply ECT treatment, there's a treatment called ECT treatment, electric compulsive treatment, where they fry your brain with electronic. I've got all the flyers for everything they've gave me. I never think, Oh, because of Lemmy things. There saying I'm never allowed back out in the general public ever again. Yeah. And I'm not allowed to live in a council flat on my own again, because I'm a danger to the members of the public and to myself because of all of these forged to allegations that Lemmy and that made do you know that Sarah Fletcher made up that they've gone through stripping me of my whole life, it's attempted manslaughter. And I don't think I shouldn't be forced to write this all on my own.

Speaker 3 (04:41):

Mr. Cordell I'm sorry. I can't do your claim for you.

New Speaker (04:43):

I understand that.

New Speaker (04:43):

I can't make your claim for you. Okay. I can't even help you with compiling documents or anything like that because my job is to deal with claims that are made against the council for the Council. So, okay. So I can't help the claimant like yourself.

Speaker 2 (05:00):

So why are you allowed to take the paperwork? may I say if that is the fact and your, your, your, your professionals in most situations, the Council is set to act in a non-biased way, for any purpose of the company.

New Speaker (05:10):

So, if you're actually working for the council, why does my paperwork have to go to you? And you are the person that it refers to. If you're, if you're on their team, anyway, if you're on their team, it should go straight to that Gallagher Bassett and the rest of it. And you shouldn't be allowed to touch the paperwork if you're part of that legal team. So,

Speaker 3 (05:30):

Okay. So all claims have to come through the insurance.

Speaker 2 (05:34):

Yeah, but its set up wrong low.

New Speaker (05:38):

Yeah,

New Speaker (05:38):

its setup to aid in yourselves, in your selves gaining a

Speaker 3 (05:41):

I will give you the terms of our policy Mr. Cordell we have to send any claim to our insurer. Now the claims of the department that deals with that is my department, we send all claims to insurers and they will not receive a claim direct from you. You have to write it to me. I'm afraid I have to have, from what you said at the beginning of the conversation, what you said there, you need to put that in an email.

Speaker 2 (06:09):

Attempt in Manslaughter they have gone to rob me my home and my belongings and to get me put onto medication.

New Speaker (06:13):

You need to put that in the email.

New Speaker (06:13):

It's attempted manslaughter. Okay, well, I'll, I'll do that. I will. I will. I will. I, I've got a lawbook here now and I've got all of the laws and everything wrote down and I'll tell you in my little book,

New Speaker (06:24):

That fine.

New Speaker (06:24):

it's pretty much use lot have broken every law. And every Human Right there is all the land all the land the law, all the landlords act and everything. And the government regulations 2000 down to everything duty of care and responsibilities. The list of negligence and gross misconduct, all contained from criminal activities. I'm scared to write the list and give it to you because of this, the severity of what they've actually done to me. And by robbing all of my life and doing this to me and maliciously doing it, even

though I'm an innocent person, do you know, like the suffering, I'm having to go through putting this case together is unrealistic.

New Speaker (07:01):

your making it, I'm sorry but you are making a claim against the Council, you say the council has done this to you. I am not making any comment or judgment about that at all.

New Speaker (07:11):

I understand that.

New Speaker (07:11):

It's not my place.

Speaker 2 (07:14):

But I do not understand why you get the paperwork if I'm putting a claim against you lot and you're on their team, you should be acting in a none bios manner for both parties. And if you can't take the statement,

New Speaker (07:23):

No.

New Speaker (07:23):

because you're working for the Council,

New Speaker (07:24):

No.

New Speaker (07:24):

you should refer me to, what does Gallagher Bassett?

New Speaker (07:26):

No.

New Speaker (07:26):

Do you say Gallagher Bassett do.

New Speaker (07:29):

No they can't.

New Speaker (07:29):

Is it that Gallagher may I ask a question. Is it that Gallagher company who you will pass this on to next. Who will pass it on to the insurance company who contacted you the other day? Will they send somebody out to me.

Speaker 3 (07:40):
You say this started in 2014. Okay.

New Speaker (07:43):
Pardon.

New Speaker (07:43):
So we have three, this started you say in 2014. yes.

New Speaker (07:47):
Yeah, that's correct.

New Speaker (07:48):
Yes, So we have three different insurers from 2014 to now. Okay. So, we have one insurer called travellers. that insured us up to, um, I think um, 2000 um I think it the end of 2015, sorry the financial year, beg your pardon, end of March, 2015, we then had Aspen insurance they insured us up until the end of March 19. Then from the 1st of April, 14 we had QBE, which is a Gallagher Bassett, is their claim handlers and their insuring us at the moment.

New Speaker (08:25):
Ok, Yeah,

New Speaker (08:25):
There's three different insurance policies that this claim is going to be made against, because this has happened for a period of significant time.

New Speaker (08:33):
I understand that.

New Speaker (08:33):
So the way.

New Speaker (08:34):
Ok, So, the, the claim has to come to me, I'm afraid.

New Speaker (08:36):
I can except that that's got to happen by justice, just in procedure, just feels wrong.

New Speaker (08:41):
Ok,

New Speaker (08:41):
It just feels wrong. It feels like it's set against the people.

New Speaker (08:44):
And that's your opinion

New Speaker (08:44):
I think it'd be the general opinion.

New Speaker (08:47):
and that's fine.

New Speaker (08:47):
And I think if you were sitting in my shoes, you'd feel the same.

New Speaker (08:51):
If you're making a claim against the council, we're going to know what the allegations are, even if you do make a claim directly through our insurance

Speaker 2 (08:59):
Yeah, but normally they normally the insurance company would send out their own loss adjuster or their own claim advisor, and they will take a statement of us to, they will take a statement of you

New Speaker (09:10):
Yeah. It's up to the insurance, to decide about how they want to deal with the claim.

New Speaker (09:14):
Yeah I understand that.

New Speaker (09:14):
I'm not going to tell them to deal with this claim in a particular way.

Speaker 2 (09:19):
Can I ask a question what, I'm trying to find out is if Gallagher is in between the, in between company, you might have to pass it,

New Speaker (09:25):
Gallagher Bassett

New Speaker (09:25):
that's it Gallagher Bassett Yeah.

New Speaker (09:26):
Yeah.

New Speaker (09:26):

It would. If, once you pass it to Gallagher, Bassett, will, Gallagher Bassett, send somebody out to take a statement. Okay.

Speaker 3 (09:34):
I don't know. It's up to them, they decide how they deal with our claims,

New Speaker (09:38):
Ok,

New Speaker (09:38):
I cant described to them and say, you must do this, or you must do that.

New Speaker (09:43):
I understand that that you are not in a position to do that.

New Speaker (09:43):
I can't say that they may they may not.

Speaker 2 (09:49):
Ok . I'm going to.

New Speaker (09:50):
All I'm saying is I can't.

New Speaker (09:50):
I will forward you over a list of all the offences that I feel have taken place and breached my Human Rights and that and we will see how it goes from there,

New Speaker (09:54):
Okay. Thank you.

Speaker 3 (10:01):
Ok, Thank you that is good.

New Speaker (10:01):
Ok thanks Mr. Cordell.

New Speaker (10:01):
Ok, Thank you

New Speaker (10:01):
Ok, Bye now.

Speaker 1 (10:14):
[inaudible].