Transcription

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Hello, how are you doing Nigel? My name is Mr Cordell, Simon Cordell and I'm not sure if it's you in person that I'm supposed to be speaking to but I intend to put a claim against Enfield Council and I believe that I'm in the process of doing that with them and I have just spoke to their Chief Executive Department and Insurance Company and they have explained to me that their insurance companies, Aspen Insurance and QBE alongside others have now put you in, and put the company you represent in charge of the claim. So I got told by the insurance lady just now that by a K Osborne that I should have received a letter explaining this by now. It was sent on the 22nd of the 12th exactly a month ago today and I haven't received a letter explaining any of this to myself. I've just been busy building my defence paperwork so I was wondering if you'd have any advice as to where I should be, if it's you or somebody else I should be speaking to or where... But I suspect it's one of my Do you mind just emailing me very quickly with just your name and contact details, phone number? And what I can do is then make some inquiries on our database as to who is handling your matter. And I can then forward your email on to them and invite them to give you a call swiftly to discuss matters. How does that sound? Yeah, sounds possible. So, would you want just my personal, just a short brief of what's happening in this conversation and... I prefer to make contact through telephone. I'm going to have to get somebody else to draft that email up for me. My mother, who I don't live with, I live on my own. And I'll phone my mother and ask her to draft that email. Because emailing people isn't my forte. I'm better at speaking to people in person. So I will ask my mother to forward this over to yourselves. I have an email. N-I-D-A-M-S-A-D-A-C-B-C-R-O-F-T-D-O-T-C-O-M. Is that the email that you'd like? That's the one. That's my email address. Is there any way that there's an alternative to actually, rather than sending an email at the present, that I could just maybe phone up later on and find out? It's just in regards to Enfield Council and who I should be...

The difficulty we have is that, I mean, DAC Beachcroft has... It says 2500 on your website. So it's massive and we deal with tens of thousands of claims at any one time. So trying to find yours just on the back of a phone call would be difficult for me and could be very time consuming. But an email from you, then I can at least then send it to our facilities team who can start analysing our database and probably find your details on our systems somewhere. That just speeds the process up in Cordell. It's a bit of a flash, but it'll be quicker in the long run.

May I ask another question? Basically, what is the purpose of your department, of the company that you represent, to prevent me from getting a claim or to aid in me getting a claim?

So, we act on behalf of the insurance companies who insure not just local authorities, but police, NHS, private individuals, companies. Our job is to look at claims that are made by people like yourself and to settle them. If the claim is a genuine claim and there has been some breach of a duty to you, then we will do our utmost to deal with that claim as swiftly as we can and resolve it for everyone's satisfaction. Which causes minimal impact on society.

That sounds okay. That sounds a little bit...

Okay, then. Well, I'm going to get an email sent over to yourself, and I'm grateful for your time today.

Excellent. Lovely to chat you. As soon as I get that email, I'll make inquiries and get whoever it is who's dealing with your matter to give you a call.

Okay, thank you. I'll speak to you soon. Goodbye. Many thanks. Speak soon. Bye.