

LETTER OF COMPLAINT - VEHICLE INSURANCE

Read the letter of complaint and answer the questions that follow

1 Ant Way
Mapledon
ST14 22A

8 June 2015

2 The Bluend
Bishop's Stortford
Hertfordshire
CM21 2EE

Ref:35386828

To whom this may concern,

I am writing in response to your letter dated 26/05/2015. I have made a complaint against you due to the negligence and unprofessional behaviour exhibited by your company. I took out a policy with you and followed procedures as requested by you, but was not treated as a valued customer. I wrote many emails to you to get your attention in order to receive my rights but all of my efforts were to no avail. My emails were ignored by you and the ones that you did respond to were not responded to accordingly until I made you aware of the discrepancies that you made.

- My policy was cancelled without me being made aware.
- You informed me that my policy was still active via email and asked for some documentation, which I had already sent prior to that email, so I sent it again and did not receive a response. Therefore, I was misled into believing that I was insured which put me at risk of being fined and convicted.
- I did not receive an email or text message to inform me even though our initial correspondence was via text message and email.
- My policy was cancelled without me being made aware although you claim that you sent a cancellation letter, which I did not receive.
- I find it very strange that you would contact a customer via email and text message to inform that that their policy is live but not contact them via the same means when cancelling the same policy.

All in all, you have given me a false sense of security, you lacked professional correspondence skills which has put me at risk of being treated like a criminal. You allowed me to drive and get into an accident whilst being uninsured.

I have all the emails documented as evidence to prove my case.

Yours sincerely,

Mr. Peter Sharpe

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Read the letter of complaint and answer the following questions

1. What is the name of the person complaining?
2. Where does the person complaining live?
3. What type of company is the person complaining to?
4. When did the person complaining make his first complaint?
5. What is the main reason why the person is complaining?
6. What other reasons did the company apparently do wrong?
7. What is the address of the company he is complaining about?
8. When did the person complaining write this letter?
9. What is the reference number of this complaint?
10. What are the other ways that the person complaining communicated with the insurance company?
11. What does the person have documented?
12. What did the person complaining find strange?
13. What does the word “misled” mean?
14. What does the word “convicted” mean?

ANSWER SHEET

LETTER OF COMPLAINT - VEHICLE INSURANCE

Read the letter of complaint and answer the following questions

1. What is the name of the person complaining?

Mr. Peter Sharpe

2. Where does the person complaining live?

1 Ant Way, Mapledon, ST14 22A

3. What type of company is the person complaining to?

Vehicle insurance

4. When did the person complaining make his first complaint?

8 June 2015

5. What is the main reason why the person is complaining?

His policy was cancelled without him being made aware.

6. What other reasons did the company apparently do wrong?

Negligence and unprofessional behaviour of the company, his emails were ignored and he was put at risk of being fined and convicted

7. What is the address of the company he is complaining about?

2 The Bluend Bishop's Stortford, Hertfordshire, CM21 2EE

8. When did the company write to the person complaining?

26/05/2015

9. What is the reference number of this complaint?

35386828

10. What are the other ways that the person complaining communicated with the insurance company?

Emails, text messages and by phone

11. What does the person have documented?

The evidence

12. What did the person complaining find strange?

The company did not contact him to cancel the policy in the same manner that they initially made contact with him to issue the policy.

13. What does the word "misled" mean?

To cause (someone) to have a wrong idea or impression.

14. What does the word "convicted" mean?

To say that someone is guilty of a criminal offence by the verdict of a jury or the decision of a judge in a court of law.