

From: **Erika Tompkins** erika.tompkins@broadspire.co.uk
Subject: LQ Complaint - 9 - Intercom - 5074592
Date: Today at 11:25
To: Mr Daniel Boyce McMorrow dboyce@mc-morrow.com

Good Morning Mr McMorrow,

We have had the opportunity to undertake a further full review of all the evidence available in this matter.

Unfortunately, we must advise that our position in respect of formal liability remain unchanged. We are of the opinion that this incident was simply not foreseeable and that there is no causal link.

Whilst we can appreciate your frustration in respect of the delay in installing the new system, we would consider this a customer service issue and not relevant as an insurance claim.

In the circumstances, we must advise that no offers in respect of settlement will be forthcoming.

Kind Regards,

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