



sekhon@gmail.com>

Con 30909811557956 - Letter of Complaint - FRAUD

Sandy Geddes <SandyGeddes@ukmail.com>

Fri, Aug 2, 2013 at 9:29 AM

To: sekhon@gmail.com' sekhon@gmail.com>

Dear Mr SEKHON,

I am a Senior Loss Prevention Manager with UKMail and have been made aware of your email, as below, concerning the delivery allegedly made to your address on Monday 29th July and fully appreciate the frustration and anger that you may feel as the victim of Fraudulent activity by criminals.

My department's will undertake enquiry into the matter with immediate effect.

With regards to some of the content of your email, can I highlight that UKMail is only the courier company in relation to this delivery and the 'Fraud' has been targeted against 'EE', in order to obtain their high value mobile phone handsets, and they are the company that despatched the goods to you as a result of someone using your personal details, which have obviously been nefariously obtained by the perpetrators of the 'Fraud'. Therefore UKMail could not be held responsible for the costs of your undoubted time and effort in trying to resolve this to date.

That said, the driver's actions will be the subject of enquiry by UKMail. Given the circumstances it seems very likely that the 'Signature' obtained by the driver is not legitimate and this will obviously form the basis of our enquiries with him.

Could I suggest that you, as the victim of the Theft of your personal details subsequently used for Fraud activity, report the matter to the Police and we, as I'm sure EE, will assist the enquiry officer as much as possible in trying to find the perpetrators. It may also be the case that your personal details have/will be used by these criminals for other nefarious activity which you are yet unaware of and, as a result, the reporting the matter to the Police may assist you going forward in identifying to companies that you have been the victim of 'Identity Theft'.

I will update you accordingly, going forward, but please feel free to give my email address to any Police Officer requiring same.

Regards

Sandy GEDDES

Senior Loss Prevention Manager

UKMail