



sekhon@gmail.com>

FRAUD - Letter of Complaint - AC 106443446

sekhon@gmail.com>

Wed, Jul 31, 2013 at 9:16 PM

To: olaf.swantee@ee.com

Dear Chief Executive Mr Swantee,

I am forced to issue a letter of complaint in relation to fraud.

I have received a letter today dated 27 July 2013 from yourselves claiming that I have signed up with EE and that the first payment of £33.83 will be taken on 04.08.2013.

I can confirm that I, Sekhon of have never placed an order with EE.

As such, I have immediately contacted your customer services today to report the fraud. However, I was extremely shocked and devastated to hear that your customer services employee James of team A363 claims that I placed this order on 26 July by telephone and I received this order on 29 July at around 11am.

This is completely untrue and fabricated on both grounds.

1. I never placed an order with EE.
2. I have never received an order from EE.

I explained to James that I could prove that I have never placed this order as I have never made a telephone call which would be backed up by my telephone records. Furthermore, I asked James to check and retrieve the telephone call in question, however, James claims that the telephone call was not recorded. This is a complete fabrication as any order placed by telephone would have to be recorded as this is the verbal contract.

Furthermore, I explained to James that I was at work on 29 July 2013 from 9am to 5.30pm and as such, I could not have signed let alone produced my passport at my home at 11am on the 29 July 2013.

I can produce around 60 witnesses who could confirm that I was at work on this day for the entire day.

As such, this proves without a shadow of a doubt that I did not sign for the so-called parcel and did not show my passport for any so called delivery at 11am on 29 July 2013. Even after explaining this to James, James maintained that I did place the order and I did receive it. He claims that I signed for the parcel at around 11am and showed my passport to collect the parcel.

This is complete lies and when I asked James to produce the said signature, he could not do so.

James would not take my complaint seriously. I asked James to log this as a case of fraud, because I did not make any phone call for a mobile phone and I did not receive any mobile phone, however, James refused to log this as fraud. He insisted that I made the telephone call to request the phone and that I have

received the mobile phone. However, he cannot produce a the telephone recording confirming the verbal contract and he cannot produce my signature confirming delivery of the so-called mobile.

As such, I requested your details to make a complaint to yourself, however, James would not even provide me with your email address claiming that you would not be interested in hearing about such a case.

I beg to differ, as I believe that you would be interested in hearing about how your company is being run and serious instances of fraud occurring. I believe that this an inside job and I would like you to personally investigate this due to the severity of this matter.

This is a straightforward issue, I did not make a telephone call to request any mobile phone and I did not receive any mobile phone. I can prove both instances and it is straightforward matter to prove that this is fraud as I was work in Central London at the same time I was alleged to have been at home in ' showing my passport to a delivery guy.

And why can't EE produce the telephone call that I was alleged to have made and why can't EE produce the signature that James falsely claims that I signed for?

Once again, I believe this is an inside job and I cannot pay for something I do not owe, and if any monies is taken from me, I will be reporting this to the financial ombudsman and charging my time in rectifying this at £250 per hour if this matter proceeds to Court.

Already, I have been on the telephone trying to resolve this for one hour and this email has taken another hour and fifteen minutes.

Furthermore, I will have no choice but to cancel and breach my existing T-Mobile contract on the grounds of fraud.

I would be most grateful if you could investigate this as soon as you possibly can due to the severity of this matter.

Yours sincerely,

Mr | Sekhon