



sekhon@gmail.com&gt;

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**Letter of Complaint - FRAUD - Consignment Number - 30909811557956**

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.sekhon@gmail.com&gt;

Thu, Aug 1, 2013 at 10:39 PM

To: guybuswell@ukmail.com

Cc: olaf.swantee@ee.co.uk, stuart.jackson@ee.co.uk, stevenblew@ukmail.com, peterkane@ukmail.com, billspencer@ukmail.com, michaelfindlay@ukmail.com, jessicaburley@ukmail.com, MDTMOB@t-mobile.co.uk, csdir@t-mobile.co.uk

Dear Chief Executive Mr Guy Buswell,

I am forced to issue a very serious complaint to your attention involving your company.

I have received two letters in the past two days claiming that I have ordered a contract and mobile phone from T-Mobile and EE.

I was shocked to receive these letters as I had not placed any orders with T-Mobile and EE. As such, I immediately telephoned both companies who stated that their records show that someone claiming to be me had ordered these two mobile phone contracts.

I was then notified that delivery of the mobile phones and contracts were apparently made to my address on 29 July 2013 at 11.59am by your company UK Mail. EE and T-Mobile insisted that UK Mail claim that I showed my passport and claim I apparently signed for and received the mobile phone package(s).

However, I can confirm that this is completely untrue as I did not receive any mobile phones. Furthermore, I can conclusively prove this, as I was working in Central London which my work colleagues can easily verify and I was sending emails and making telephone calls at exact same time your company claim that I showed my passport and signed for mobile phone package(s).

In addition, I withdrew money in Mayfair around 12.40pm and my Oyster Card also verifies that I did not leave Central London until 6pm on 29 July 2013.

Therefore, this conclusively proves without a shadow of a doubt that I did not sign for and receive any mobile phones.

I have telephoned your office on two occasions today. I first spoke to Summer who logged my complaint on her internal system. Summer explained that this is most likely a mistake from the driver and confirmed that she would contact the driver who would get back to me within an hour and a half. However, no phone call followed.

Therefore I telephoned again and I spoke to Danielle from your Swindon call centre who explained exactly the same thing. Danielle said that the driver will definitely call within an hour as she has logged this matter as urgent and she explained that when matters are logged as urgent the driver responds with immediate effect.

However, once again no phone call followed.

As such, I have no choice but to raise this matter to your attention.

I believe that this is a clear case of fraud from your driver and I would be most grateful if you could investigate this as a matter of urgency.

Please note, I am charging my time for emails and phone calls at £250 per hour as I have invested a great deal of time in trying to resolve this matter which has arisen through no fault of my own. Furthermore, I had to leave work early today at 12pm in order to resolve this matter.

However, your staff have given me the run around by providing me with false promises and your driver is nowhere to be seen.

Please can you investigate this matter and can you also provide me with copies of the so-called signatures that were executed in my name.

I look forward to hearing from you shortly.

Yours sincerely,

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Time spent writing this email 1 hour 10 minutes @ £250 per hour.

Time spent speaking to Summer and Danielle 20 minutes @ £250 per hour.

Time spent tracking and tracing 15 minutes @ £250 per hour

If you are in dispute with any these costs, please let me know.