

PRIVATE AND CONFIDENTIAL

RC Administration Limited (Abram Pension Plan SSAS)
1A Park Lane
Poynton
Cheshire
SK12 1RD

Date of this letter

27 November 2023

Policyholder

Deirdre Abram


Policy Number

F46010/12597

Complaint reference

CMP/02/001/20112023399100

 **02089722217**

 **Aviva
PO BOX 582
Bristol
BS34 9FX**

 **yourcomplaint.life@dgaviva.com**

Dear Sir/ Madam

Policy Number: F46010/12597

Complaint reference: CMP/02/001/20112023399100

Following discussions with Deirdre Abram it appears we've delayed sending their funds to you, which may have had a detrimental effect on their pension.

We sent you £12,886.09 on 22 November 2023 which you should have had on 27 November 2023. However, we should have sent £12,527.44 on 25 August 2023, which you would have had on 30 August 2023.

I would be grateful if you could let me know the investment funds, unit price used, the number of units bought as well as the unit price and number of units Deirdre Abram could have bought if you had received the £12,527.44 from us on 30th August 2023.

Could you also let me know current bid and offer prices for the units.

If this isn't a unitised scheme, please could you let me know details of the investment and how much (if any) loss Deirdre Abram has incurred by way of pricing changes or investment returns based on if you had received £12,527.44 from us on 30th August 2023.

I've included a Loss Assessment Information Form for you to complete to assist us with assessing the loss.

Please send this information to me by email. My email address is yourcomplaint.life@dgaviva.com.

I appreciate your help but if you need anything else from me, please get in touch. My contact details are at the top of my letter.

Thank you...

My direct dial telephone number and address are given at the top of this letter if you need to get in touch.

Yours sincerely,

Catriona Goodwin
Complaint Handler

If you would like this information in large print, in Braille, or on audio CD, please call 0345 602 9199. If calling from outside the UK, please call +44(0) 0345 602 9199.

Enclosure(s):

Reference number: Abram Pension Plan SSAS

Policyholder: Deirdre Abram

Complaint ref: CMP/02/001/23082023351091

Pension Investment Loss Assessment Information Form

Units actually purchased

Date	Fund	Amount	Purchase price	Number of units	% split

Units that could have been purchased on 25 August 2023

Date	Fund	Amount	Purchase price	Number of units	% split

Fund Information

Fund	Current Price	Date of Current Price	ISIN	Seedol

Signatures of receiving scheme administrator

Signature	Print Name
Date	Position
For and on behalf of RC Administration Limited	