



Lisa Welton <lisa@retirement.capital>

Re: Scottish Widows 3500188 - Derek Abram - Abram Pension Plan SSAS

1 message

Lisa Welton <lisa@retirement.capital>

8 November 2023 at 11:52

To: Derek Abram <derek_abram@yahoo.co.uk>

Cc: Veronica Walkman <veronica@retirement.capital>

Good morning Derek

I have made a few amendments and completed the blank parts. Please review the form, sign and return to them with the requested information. I have attached below

1. Transfer Information request - **Review & sign**
2. Company contributions letter
3. Company Employment letter
4. SSAS Statement

Please also send them updated payslips and bank statements (Aug, Sep & Oct) showing salary

Kind regards,

Lisa

On Wed, 8 Nov 2023 at 10:51, Derek Abram <derek_abram@yahoo.co.uk> wrote:

Hi Lisa

Please find attached the Scottish Widows form as discussed. It is only part completed with particularly section 5 needing the input from RC.

Can you also review the other sections for incorrect or missing answers please?

Once you have added / amended any data please return it to me as I have a specific email / person to submit it to in Scottish Widows.

Best regards

Derek Abram

On Wednesday, 8 November 2023 at 09:06:21 GMT, Lisa Welton <lisa@retirement.capital> wrote:

Hi Derek,

Please can you let me review the document before you send it to them.

On Wed, 8 Nov 2023 at 09:55, Derek Abram <derek_abram@yahoo.co.uk> wrote:

Thanks Lisa. I strongly suspect this may have been sent as an attachment in one of the encrypted / restricted emails I complained about several times that I could not access. Despite my complaints, I kept being told that documents had to come via encrypted emails. I disputed this to no avail. But, miraculously, yesterday, a different person sent it unrestricted "...because it's just a blank document."

I will complete what I can now and send it across if I need guidance on anything.

I know the responses will lead them to amber flag my case and demand I meet Money Helper - which is no problem because I met with them last month - as a precaution just for this very scenario.

Best regards

Derek

[Yahoo Mail: Seamless account control](#)

On Wed, 8 Nov 2023 at 8:19, Lisa Welton

<lisa@retirement.capital> wrote:

Good morning Derek,

I am familiar with this form. I don't have a copy of this form completed from you or a record that it was ever requested by them in your case. I have searched my emails and I can't see this form sent to them for your case. Below are the case notes on your Scottish Widows transfer below which I have, for your reference.

This form would have been the next thing they would have requested from you after they received the transfer request back on 12th July. So if you have sent this form to them I am guessing you would have done this around the end of July beginning of August time.

10/07 - Sent pack for transfer request by email and by post 18/07- Spoke to Sara - they have received the transfer documents in their system received on 12th July. It has not been put into banks at the moment. Updated into their system will be approx 10 workings day. Some things are 30 working days. **27/07- Client will chase on this transfer** 18/08- Derek has put in a complaint previously and advises he is to escalate this as there was no response in the time given. 19/09- Scottish Widows will be chased again this week. Derek 02/10- Derek requested HMRC Screenshot, Veronica sent. 03/10- Advised Derek it is worth sending new payslips & Statements to them to be proactive. 03/11- Requested update - 03/11- Scottish Widows Derek is expecting a call back from a Customer Complaints Manager on Monday telling what is going on.

Kind regards,

Lisa

On Tue, 7 Nov 2023 at 18:36, Derek Abram <derek_abram@yahoo.co.uk> wrote:

Hi Lisa,

Scottish Widows have sent me this document which I believe we have sent to them previously. Can you confirm my belief is correct and forward me the email sent to Scottish Widows it was attached to please?

Best regards

Derek Abram

[Yahoo Mail: Seamless account control](#)

----- Forwarded message -----

From: "\$LSCCustomer Services - Edinburgh" <LSCCustomerServices-Edinburgh@LloydsBanking.com>

To: "derek_abram@yahoo.co.uk" <derek_abram@yahoo.co.uk>

Cc:

Sent: Tue, 7 Nov 2023 at 17:30

Subject: complaint reference 18153589

Classification: Public

Good Afternoon Derek,

As discussed on our phone call this afternoon, Please see attached for the additional information that we would require to progress further with your transfer request.

If I could please ask for these to be completed and returned to us via this e-mail I can then ensure these are sent to the correct team to review the information and move your request forward.

Thank you for your time today, I look forward to receipt of this information.

Kind regards

Greg Leitham

Complaints Manager

Tel: 0800 032 1409 Pin **1530666**

Address: Citymark, 150 Fountainbridge, Edinburgh, EH3 9PE.

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4 attachments



03. Company Employment letter - Derek Abram - signed.pdf
23K



04. Statement Abram Pension Plan SSAS.pdf
57K



02. Company Contributions letter - Derek Abram - signed.pdf
26K



01. Transfer Information Request Form Scottish Widows Nov 2023 Derek Abram.pdf
1422K