



Emily McAlister <emilym@pensionpractitioner.com>

PLEASE RESPOND

3 messages

Sarah Barclay <sarah@barclaymedia.uk.com>
To: Emily McAlister <emilym@pensionpractitioner.com>
Cc: Gavin <gavinm@pensionpractitioner.com>

10 April 2018 at 18:07

Emily – I telephoned your answering service this morning whereby I left a message asking you to call me back today. As my emails are repeatedly ignored by Gavin and also yourself (21 March and 3 April) and now my telephone call, if I don't receive communication from either you or Gavin this week, I will be speaking to the appropriate regulating authority as I am obviously concerned.

I am aware that Pensionpractioner.com no longer exists and when I have tried to locate your new company '06028668 UK Ltd', I cannot see a website. Under your current address in Bolton, as SSAS company called Crandfords seems to appear. Who is now the administrator for my SSAS? I'm sure you can understand my concerns and so I would like to speak with either yourself or Gavin as to the above and also as to the conflicting advice I seem to have received (please see my email chain). My telephone number is 0161 839 2115.

I look forward to hearing from you.

Thanks

Sarah

0161 839 2115

From: Sarah Barclay [mailto:sarah@barclaymedia.uk.com]
Sent: 03 April 2018 10:07
To: Emily McAlister (emilym@pensionpractitioner.com)
Cc: Gavin (gavinm@pensionpractitioner.com)
Subject: FW: FW: Pension Scheme
Importance: High

Hi Emily

In relation to my email below, as advised, could I please obtain proper advice on the situation of the charges? This has now been ongoing for four months and is completely unacceptable.

Could you please read through my email below and come back to me as I feel I am not being properly advised. It simply doesn't make sense what you are advising.

Kind regards

Sarah

From: Sarah Barclay [<mailto:sarah@barclaymedia.uk.com>]

Sent: 21 March 2018 14:17

To: 'Emily McAlister'

Subject: RE: FW: Pension Scheme

Importance: High

Thanks for coming back to me Emily. Gavin's exact words were in his email were: **"Yes I will get this charge removed from Companies House"**. He didn't tag onto the sentence "only if the loan has been repaid". It seems I am receiving conflicting advice?

As we owe **£20,291** to the scheme before it can be closed down and as the two charges add up to **£26,752**, I am confused as to what is happening? How can there be two charges outstanding when there is only £20,291 owing to the scheme before it can be wound down? Could I please have some advice on this which is not conflicting?

Kind regards

Sarah

From: Emily McAlister [<mailto:emilym@pensionpractitioner.com>]

Sent: 21 March 2018 14:09

To: Sarah Barclay

Subject: Re: FW: Pension Scheme

Hi Sarah,

I went through the details with Gavin we can not remove any charge from Companies House without the loan being paid off and evidence showing this.

Gavin did say the charge can be removed but only if the loan has been repaid.

I am very sorry, until we see evidence, unfortunately nothing can be done.

I do hope that you understand.

Kind regards

Emily

On 20 March 2018 at 13:35, Sarah Barclay <sarah@barclaymedia.uk.com> wrote:

Hi Emily

I am really confused – could you please read through this email from Gavin to myself (below on 6 December 2017) and the rest of the email chain. Why am I being advised the charge can be removed?

Also, as advised, with regard to two the charges, they were two taken out:

- (1) 2012 - £22061
- (2) 2014 - £4961

Total for charges = £26,752

As per Gavin's email below, he confirmed to me back in December that there was **£20,291 owing to the scheme**. As just under **£48,000** was transferred into the business, this means that **£27,709 has been repaid**. How can the charges still be remaining and why would I be incorrectly advised by Gavin that he would act on the charge and have it removed from CH?

I think this really needs to be looked into as this has been ongoing now for three and half months!

Kind regards

Sarah

From: Gavin [mailto:gavinm@pensionpractitioner.com]
Sent: 06 December 2017 11:01
To: Sarah Barclay
Subject: Re: Pension Scheme

Hi Sarah,

Yes I will get this charge removed from Companies House. In respect of the scheme, it is not so much the HMRC reporting it is more the wind down of the scheme which is complicated. Given that you have already paid for the running of the scheme until August 2018, I would suggest to leave things as they are for now. I will make sure that everything is up to date and at the next renewal, the scheme should be wound down by then, if it cannot be then I will make sure that the cost is cut to the bone.

Kind regards

Gavin

Pension Practitioner

[48 Chorley New Road](#)
[Bolton](#)
[BL1 4AP](#)

T: 0800 634 4862
F: 020 8906 6611

Pension Practitioner is a tradestyle of The Practitioners Partnership LP

Registered Number: 00159

Registered Office: 1st Floor, World Trade Centre, Baytree Road, Gibraltar GX11 1AA

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On 4 December 2017 at 10:58, Sarah Barclay <sarah@barclaymedia.uk.com> wrote:

Hi Gavin

Thanks very much for this information. During our conversation, I forgot to mention that we ***currently have two charges which are showing on Companies House. One of these charges should have been removed quite a while ago and so could you please rectify this?***

Moving forward, Roger and I have decided that the best course of action would be to keep the scheme going and then next year pay into it and then eventually withdraw the cash as income and pay the tax.

As there is only the two of us (me and Roger) and as very little needs to be done on this scheme except for producing the Pension Scheme Returns once a year to HMRC, we have come to the conclusion that it's better for us from a monetary prospective to run the scheme ourselves rather than carrying on with yourself as Administrator and paying the yearly fee. It is by no means a reflection on you or the company itself – quite the contrary in fact. I do feel confident I would be able to complete the yearly Returns, however, what are your thoughts on this?

Kind regards

Sarah

From: Gavin [<mailto:gavinm@pensionpractitioner.com>]
Sent: 25 November 2017 16:34
To: Sarah Barclay
Subject: Re: Pension Scheme

Hi Sarah,

Many thanks for your time last week.

As requested, I have calculated the outstanding loan on the scheme and confirm that this amounts to £20291.

The loan is technically in default and if the Company has not got the cashflow, the only way to wind up this scheme would be to put the Company into administration. This would trigger a claim on the scheme against Barclay Media

and would mean that any distributions would be made back to the Scheme, and therefore the loan would be written off. We would then put in a wind up event for the pension fund.

The second option is to repay the loan in full, then pay out the pension fund as income, less tax at the marginal rate.

It is not a decision that needs to be made now, but does need to be put in place by 5th April next year. I have in the interim completed the pension scheme returns in full to ensure that the scheme is up to date.

Hopefully this covers everything- please let me know if there is anything needing clarification.

Best wishes

Gavin

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On 13 November 2017 at 11:21, Sarah Barclay <sarah@barclaymedia.uk.com> wrote:

Morning Gavin

Thanks for the email – I'm very well thanks! With regard to statements, do you require any further statements from me in order to file the Return?

I can confirm there have been no movements either way.

With regard to the scheme, Roger and I are keen to close the scheme ASAP and so can you please advise me exactly how much the company owes the scheme and also the best way to close it? You will be in receipt of previous statements and transactions in and out and so an exact figure would be much appreciated.

As the money was used from Roger's personal pensions (plus a small one of mine) to open the Scheme and as we jointly own Barclay Media Limited, what would happen if we were to close the Scheme without paying the money

back into it? It seems bizarre that the money we used was our own money, we own the business (50% each) and yet we still effectively owe money to ourselves?

Your advice would be much appreciated – thank you.

Kind regards

Sarah

From: Gavin [mailto:gavinm@pensionpractitioner.com]

Sent: 12 November 2017 12:12

To: sarah@barclaymedia.uk.com

Subject: Pension Scheme

Hi Sarah,

I hope that you are keeping well.

I am preparing the tax returns to HMRC for the pension scheme and wanted to check with you the Company's position in respect of it's loan commitments to the pension scheme.

I only have bank statements up to August 2016, and presume that there were no account movements since that date.

Has the Company made any repayments to Bank of Scotland in this tax or the previous year, if it has then I would like to show repayments position. If the Company has not been in a position to make any repayments then we will need to roll-over the loan terms.

I would be grateful if you could clarify the repayment position and also whether there was any bank movement since August 2016.

Kind regards

Gavin

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Kind Regards

Emily McAlister
Administrator

Please note that from 01st September 2017 our address has change to:

Pension Practitioner

48 Chorley New Road

Bolton

BL1 4AP

T: 0800 634 4862

F: 020 8711 2522

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Emily McAlister <emilym@pensionpractitioner.com>
To: Sarah Barclay <sarah@barclaymedia.uk.com>
Cc: Gavin McCloskey <gavinm@pensionpractitioner.com>

11 April 2018 at 09:43

Hi Sarah,

Sorry I missed your call yesterday but I was not in the office for the full day and I was unable to call you back.

I do apologise that you feel you have been ignored and of course I will ask Gavin to contact you to chat about your concerns and also the situation with the loan re-payments. Gavin will explain to you about the company changes that have taken place over the past year and reassure you, there is nothing to worry about.

Pension Practitioner who is owned by The Practitioners Partnership LP is still trading and is still acting as Practitioner for your Scheme and so there are no changes to the day to day administration of your Scheme. In respect of 3110950 Limited, this is a SSAS company acquire by the partnership last year that operates in the North of England under the name of Cranfords. It has around 100 small schemes on it's books and the office address is also Bolton.

I have attached our Due Diligence pack for you information, I hope this is helpful to you.

Kind regards

Emily

[Quoted text hidden]



PP Due Diligence 2017_final (3).pdf
2098K

Gavin <gavinm@pensionpractitioner.com>
To: Sarah Barclay <sarah@barclaymedia.uk.com>
Cc: Emily McAlister <emilym@pensionpractitioner.com>

12 April 2018 at 14:29

Hi Sarah,
Many thanks for your email.

I have left a voicemail for you but it might be helpful if I also clarify the re-organisation changes that have been made.

Following the acquisition of two pension firms last year, the decision was made to transfer services across all three practices under one umbrella - the partnership now serves over 650 schemes in both the UK and in Gibraltar. We retain the trade name of Pension Practitioner in the short term - until the launch of the first UK FINTECH SSAS platform this summer; when we will have one universal branding.

The UK limited company which was the previous registered practitioner ceased trading last year and will be wound up as it no longer serves any purpose, as all work and clients are now centralised in the partnership across all clients for all schemes. The Partnership acts as the practitioner for your pension fund and is registered with HMRC to provide this service in the UK. You are also covered by our professional indemnity insurance, a notification of the changes was sent to all customers in the spring and summer of 2017 and I am happy to forward this to you for your reference.

I think it is also worth pointing out that we are not a co-signatory to your bank account and hold no assets, we simply provide a reporting and administration function.

I am sorry about the position on this scheme loan, the tax rule is that the loan must be repaid back before the charge can be released as you cannot have a loan without security. Clearly, the scheme needs to be wound up as soon as possible and to that extent I wonder whether the Company is in a position to repay this loan.

I look forward to hearing from you
Kind regards
Gavin

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On 10 April 2018 at 18:07, Sarah Barclay <sarah@barclaymedia.uk.com> wrote:
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