



Lisa Welton <lisa@retirement.capital>

COMPLAINT SW3390621

1 message

Simon Pryce <simon@skylightmedia.co.uk>

7 August 2023 at 22:20

To: supportme@scottishwidows.co.uk

Cc: Lisa Welton <lisa@retirement.capital>, Veronica Walkman <veronica@retirement.capital>

Hi,

Re: Transfer out - SW3390621 Simon Pryce - De Payen SSAS

I am lodging a complaint with you as you have failed to provide a reasonable timescale to my request to transfer my pension out.

You received my request by post, with all documentation that was required, on 21st June. I know this because it has been acknowledged with my pension administrator, RC Administration Ltd (cc'd) and I received the Royal Mail tracking receipt.

Considering the receipt date, now 7 weeks later I still have had no news, what is it that is delaying the processing of my pension transfer to my SSAS?

I have also come to understand with some surprise that your own internal colleagues' notes are not legible, which is not something I would expect from such a company and needs addressing urgently.

This is all grossly unfair considering I have diligently provided the necessary documentation, so I kindly request you to respond to my email within the week, with a guideline date for transfer, or I shall be forced to elevate this with the ombudsman.

Regards,

Simon Pryce

*20 years' unrivalled support***SIMON PRYCE** MBA CMgr FCMl
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I'm fundraising in memory of David Hicks and for the Motor Neurone Disease Association. If you'd like to contribute to my efforts, you can find my page here: <https://www.justgiving.com/fundraising/lookoutlondon-simonpryce>

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