



Lisa Welton <lisa@retirement.capital>

Re: Scottish Widows Complaints - 18153363

1 message

Simon Pryce <simon@skylightmedia.co.uk>
To: ComplaintsEDH@scottishwidows.co.uk
Cc: Lisa Welton <lisa@retirement.capital>

21 August 2023 at 20:45

Hi,

I really now need constant communication now you have reached out to me and confirmed my complaint is being upheld and dealt with.

This is a troubling escalation for me, considering I fully complied with protocol, even posting the last requested documents by fast track because I couldn't upload them to your server due to limited capacity. I'm aware you received these physically on 22 June 2023.

Even with a 6 week backlog this is now 8 weeks (42 working days so far).

Urgency is now required to resolve my case, so i can get on with my life and not have to pursue this further, considering I have provided all the information. Pursuing a complaint like this takes an extraordinary amount of headspace and is causing stress where there really shouldn't be any!

Please provide details of your next steps this week.

With kind regards,

Simon Pryce

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