



Lisa Welton &lt;lisa@retirement.capital&gt;

---

**Pension Transfer Request SW3390621 & CT-1259383**

1 message

---

**Simon Pryce** <simon@skylightmedia.co.uk>

27 September 2023 at 13:40

To: supportme@scottishwidows.co.uk

Cc: Lisa Welton &lt;lisa@retirement.capital&gt;, Veronica Walkman &lt;veronica@retirement.capital&gt;

Hi,

**Re: Pension Transfer Request SW3390621****POLICY NUMBER/Reference - SW3390621 / CT-1259383****SCHEME NAME/TYPE - MR S PRYCE / Workplace Pension**

I am following up my pack and letter to you dated 12th September, received by you 14th September, which answered your questions.

My pension administrator, Lisa Welton of RC Administration Ltd spoke to your team member Marcin Janczarski, who confirmed my pack and letter were received and in the system, however there was no further update and he was unable to get someone to give him an update from your back office. I understand he requested the servicing team to look at the letter and provide an update, but as yet no update has been received by myself nor Lisa.

Can you please give this some attention, considering I elevated my case to a complaint?

With kind regards,

Simon Pryce MBA CMgr FCMl

Director

Skylight Media

0115 958 6060 or 07970 504 293

Skylight Media is working towards BS8555 Environmental Standard and we are a 'Carbon Neutral' company supporter. View our [Environmental Policy](#) and please don't print out this email unless you really need to; do your bit to save paper and resources!

**PLEASE NOTE**

The information contained within this e-mail and its attachments should be considered confidential and therefore prohibited from unauthorised use. The content and attachments herein are intended solely for the addressee, and access to this e-mail by anyone else is unauthorised. If you are not the intended recipient, any reproduction, dissemination, copying, disclosure, modification, distribution and/or publication is prohibited and may be deemed unlawful. As the Internet's security cannot be guaranteed, Skylight Media will not be held liable for any claims arising as a result of the use of this medium. The views expressed within this email and/or its attachments are not necessarily those expressed by Skylight Media, and therefore Skylight Media does not accept responsibility for their content.

Skylight Media Limited. Registered in England & Wales. Registered Number 05192351. Registered Office: [12 Poplars Court, Lenton Lane, Nottingham. NG7 2RR.](#)