

Re: Transfer delay - NZ776415D ECON E3900002R / SCON S2700145L
Mandy Edwards - Edward SSAS

To Steph King <steph.king@devon.gov.uk> • pensions@devon.gov.uk Copy
Mandy ingram <mandy.ingram1812@gmail.com>

Dear Pensions transfers team,

Member : **Mandy Edwards**
Policy : **NZ776415D ECON E3900002R / SCON S2700145L**

Please can you give an update on this pension transfer out, we believe was in the final stages until the supplied a letter of delay on 20th April 2023 (your email below).

It would appear that they have now released transitional guidance. And that you should be able to provide a figure now for the final transfer amount. Please can you provide an update on this transfer case.

I have tried to call for an update but, am unable to get through to anyone until after 12pm according to the machine recording.

Kind regards,

Lisa Welton
RC Administration Limited

Phone: 0330 311 0839

1A Park Lane
Poynton
Cheshire
SK12 1RD

Company Number: 12409200

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On 20/04/2023 10:19 BST Steph King <steph.king@devon.gov.uk> wrote:

Dear Mrs Edwards

Please find attached a letter explaining delays we currently have with processing transfers.

Kind regards

Steph

Steph King

Pensions Technician

**Peninsula Pensions, Great Moor House, Bittern Road, Sowton Industrial Estate,
Exeter, EX2 7NL**

(Tel: 01392 38(3000) (ask for Pensions)

From 1st April 2022 all future LGPS member communications from Peninsula Pensions will be issued via our online portal [Member Self Service \(MSS\)](#), unless you were a member prior to 1st April 2015 and elect to opt out of the service. All documents relating to your pension and retirement will be viewable on the portal and **not issued by post**. Therefore, if you haven't signed up already, please register now using a personal email address instead of your work email address, which we recommend to ensure continued access to the service in the event of you leaving or changing employment.

Please view our '[frequently asked questions](#)' website page to find answers to questions that you may have and more information about the pension schemes that we administer.

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