



Lisa Welton <lisa@retirement.capital>

Re: FW: Your query to LifeSight - Mrs J Sarmad 0080230

1 message

Lisa Welton <lisa@retirement.capital>

29 June 2023 at 09:35

To: Javaria Sarmad <javaria.sarmad@lmjaccountants.co.uk>

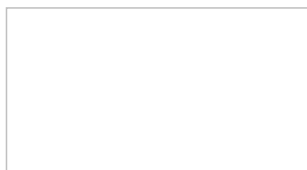
Good morning Javaria,

I have responded to them by email and cc'd you. Please can you also respond back to them confirming that you have completed and returned the Extra Information Form as they have requested in their letter (attached).

Kind Regards,

Lisa

My working hours are 8.00-14.00 Monday- Friday.

Web: <https://retirement.capital>

Phone: 0330 311 0088

Email: lisa@retirement.capital

Data Processing Centre

Retirement.Capital

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On Wed, 28 Jun 2023 at 21:51, Javaria Sarmad <javaria.sarmad@lmjaccountants.co.uk> wrote:

Hi Lisa,

Please see below the email that I received from Lifesight.

Can you please respond as need be.

Thanks

Javaria Sarmad | BFP FCA FCCA

Managing Director

Holmes Peat Thorpe | LMJ Chartered Accountants

T: 0330 390 5959 | D: 01604 272903 | D: 01582 808685 | Email: javaria.sarmad@lmjaccountants.co.uk

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From: Javaria Sarmad <javaria.sarmad@hotmail.com>
Sent: Wednesday, June 28, 2023 8:49 PM
To: Javaria Sarmad <javaria.sarmad@lmjaccountants.co.uk>
Subject: FW: Your query to LifeSight - Mrs J Sarmad 0080230

From: lifesightsupport@willistowerswatson.com <lifesightsupport@willistowerswatson.com>
Sent: Tuesday, June 27, 2023 8:22 AM
To: javaria.sarmad@hotmail.com
Subject: Your query to LifeSight - Mrs J Sarmad 0080230

Thank you for contacting the LifeSight team.

I am pleased to attach the information you requested, which is password protected using encryption software and the password is your National Insurance number all in capitals with no spacing.

Member self-service

If you need further information about LifeSight, don't forget you can run your own quotes & statements via your LifeSight Account, as well as having access to the **'Bookshelf'** which holds a library of Scheme information.

Access to your online LifeSight Account

If you are an existing member of LifeSight you can view and manage your LifeSight Account online at any time.

You can access and manage your online LifeSight Account either:

- via your **Employer's HR / benefit portal / intranet** if LifeSight is your current employer's selected pension provider; or
- via **LifeSight-epa.com** where you will need to know your **User ID** and **Password**.

Forgotten your User ID or password?

If you have previously logged into your LifeSight Account and set-up your security details and questions but cannot remember your **User ID** or **Password**, you can use the **'User ID reminder'** and **'Reset your Password'** tools to get access to your account.

Need to recover your account?

Whether you have lost your login details, recently left employment or have previously not logged in and your details have expired, you always have the option to securely recover your account details yourself via our **Online Account Recovery** service. Following the secure online identification verification process (requiring **Passport** or **Driving Licence** details), you will be able to set up new security details and gain access to your account.

If you have any questions, you can get in touch with us by replying to this email, and we'll get back to you as soon as we can. When emailing, please confirm the following details about yourself so we can assist you as quickly as possible:

- Month of birth
- The last 4 characters of your National Insurance number
- The post code for the current address as held on our record

Any other queries you have raised that aren't covered in the attached will be answered shortly under separate cover.

All the best,

The LifeSight Team



PO Box 758 | Redhill | Surrey | RH1 9GT

Email: lifesightsupport@willistowerswatson.com

www.LifeSight-epa.com

4 attachments

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