

RE: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

To info@rcadministration.com

Hi Lisa

Clare has contacted me now and I have arranged for the response to be re-issued by email, she should get a reply by the end of the day

Lynn

OFFICIAL

From: info@rcadministration.com <info@rcadministration.com>

Sent: 21 February 2023 12:08

To: Robinson, Lynn (WMBC Assets, Incentives and Reliefs(AIR)) <lynn.robinson@hmrc.gov.uk>

Subject: RE: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

Thank you Lynn,

I have responded to her explaining this with the correct email all lowercase. Hopefully this can be resolved now.

Thank you for all your help

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 21/02/2023 11:37 lynn.robinson@hmrc.gov.uk wrote:

Hi Lisa

My email address is lynn.robinson@hmrc.gov.uk no upper case letters, I cannot go back to Clare unless she emails me directly

Many thanks

Lynn

OFFICIAL

From: info@rcadministration.com <info@rcadministration.com>

Sent: 21 February 2023 11:34

To: Clare.Frost@capita.com

Cc: Robinson, Lynn (WMBC Assets, Incentives and Reliefs(AIR)) <lynn.robinson@hmrc.gov.uk>

Subject: RE: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

Thank you for your response Clare,

You have the email address incorrect which is why HMRC are not receiving your mail. You are sending it to lynn.robinson@hmrc.co.uk

The correct email is Lynn.Robinson@HMRC.gov.uk

Kind regards,

Lisa Welton

RC Administration Limited

Phone: 0330 311 0839

1A Park Lane

Poynton

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----- Original Message -----

From: "Frost, Clare (Capita Experience Pension Solutions)" <Clare.Frost@capita.com>

To: "'info@rcadministration.com'" <info@rcadministration.com>

Date: 21/02/2023 10:49

Subject: RE: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

Classification: Confidential

Hello

Please see attached email sent to Lynn. No reply by email or post received as yet.

Regards
Clare

Clare Frost

Senior Pensions Administrator



Address: Capita, PO Box 555, Stead House, Darlington, DL1 9YT

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www.capita.com

From: info@rcadministration.com <info@rcadministration.com>

Sent: 21 February 2023 08:54

To: Frost, Clare (Capita Experience Pension Solutions) <Clare.Frost@capita.com>

Subject: RE: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

****EXTERNAL****

Good morning Clare,

I have not received a response back from you regarding my below email... With the attached email from Lynn Robinson at HMRC.

Please can you send the information directly to Lynn.Robinson@HMRC.gov.uk?

Philip has contacted us to say you I have emailed him to say you have emailed HMRC 3 times last Monday (before my below email to you).

She is managing to receive our emails I am not sure what the problem is on your end?

Again please find attached email from Lynn with my below email to you.

We would greatly appreciate it if the issue from your side can be rectified.

I look forward to your response.

Kind regards
Lisa
RC Administration Limited

Phone: 0330 311 0839

1A Park Lane
Poynton
Cheshire
SK12 1RD

Company Number: 12409200

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----- Original Message -----

From: info@rcadministration.com

To: "Frost, Clare (Capita Experience Pension Solutions)" <Clare.Frost@capita.com>

Date: 16/02/2023 11:40

Subject: RE: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

Good morning Clare,

Please see attached email from Lynn Robison at HMRC confirming they are not receiving your emails. Please can you check what contact details you have for them..

I have personally called in a few times in the past to give Lynn's direct email and she still doesn't receive any of your mail regarding Phillip Mason, Mason Family SSAS.

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 10/02/2023 15:43 Frost, Clare (Capita Experience Pension Solutions)
<clare.frost@capita.com> wrote:

Classification: Confidential

Hello

Thank you for your email.

I can confirm, we have not received a reply from HMRC. As I'm sure you appreciate, we cannot be held responsible for delays with the postal system,

However, I have emailed HMRC today (again) asking that they forward their response to me via email, and I have included the wording suggested.

Kind regards
Clare

Clare Frost

Senior Pensions Administrator



Address: Capita, PO Box 555, Stead House, Darlington, DL1 9YT

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www.capita.com

From: info@rcadministration.com <info@rcadministration.com>

Sent: 10 February 2023 10:59

To: Frost, Clare (Capita Experience Pension Solutions) <Clare.Frost@capita.com>

Cc: lpcm1964@yahoo.com

Subject: Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

****EXTERNAL****

Good morning Clare,

I hope this email finds you well. I am writing to you because this morning I have called and spoken to Zohaib at Capita...He informs me that in your system the correspondence from HMRC in response to your letter has still not been received in the system there.

HMRC confirmed to us on 27th January they have sent the response to you by 2nd class post. This is now 2 weeks ago.

This is not ideal as all the correspondence you were sending was not reaching HMRC so the client got involved for this letter to finally get to them. Still Capita says they not receiving the mail back from HMRC.

HMRC advises they can not return the correspondence by email to you unless you specify this in the letter (as per the below sentence in bold) would need to be added into the letter. Would it be at all possible for you to add this sentence into the letter so it can be resent to HMRC for them to respond to you by email to fasten this process?

'I have read and agree to the HMRC email protocol.'

I wait to hear back from you at your earliest convenience.

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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