

# RE: Scottish Widows complaint : 18266669

CE

\$Customer Services - Edinburgh  
<CustomerServicesEdinburgh@lloydsbanking.com>

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Tue 5/14, 6:11 PM

info@rcadministration.com 

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Hi Lisa,

Further to the below. I just wanted to check in on any progress. I have checked our records and cannot see we have received any further.

If you need any information please contact us on 0800 028 7350.

Kind Regards

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**From:** McLeod, Lauren ((Complaint Manager Consumer Lending & IP&I Complaints)) **On Behalf Of** \$Customer Services - Edinburgh

**Sent:** Tuesday, March 26, 2024 4:34 PM

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

**Subject:** Scottish Widows complaint : 18266669

Good Afternoon Lisa,

Thanks for taking the time to send the below. We are happy to consider these losses. However, we would need evidence the policy holder did proceed and purchase the property, the price before and the price actually paid due the delay period caused by Scottish Widows (18 October 2023 to 20 November 2023).

Thanks

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**From:** [info@rcadministration.com](mailto:info@rcadministration.com) <[info@rcadministration.com](mailto:info@rcadministration.com)>

**Sent:** Tuesday, March 26, 2024 10:47 AM

**To:** \$Customer Services - Edinburgh <[CustomerServicesEdinburgh@lloydsbanking.com](mailto:CustomerServicesEdinburgh@lloydsbanking.com)>

**Cc:** [nicolarsteele@gmail.com](mailto:nicolarsteele@gmail.com)

**Subject:** Ref: 18266669 (Nicola Steele)

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Good morning Lauren,

Your Ref: 18266669