

RE: Scottish Widows complaint : 18266669

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

Tue 6/18/2024 6:12 PM

To: info@rcadministration.com <info@rcadministration.com>;

Classification: Confidential

Good Afternoon,

Following the below I cannot see I have had anything further back from you. As I have not heard from you, we will not continue to chase and no further action will be taken.
This can be looked as and when you get back to us.

Thanks

From: McLeod, Lauren ((Complaint Manager Consumer Lending & IP&I Complaints)) **On Behalf Of** \$Customer Services - Edinburgh
Sent: Tuesday, May 14, 2024 5:11 PM
To: 'info@rcadministration.com' <info@rcadministration.com>
Subject: RE: Scottish Widows complaint : 18266669

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

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

From: info@rcadministration.com <info@rcadministration.com>
Sent: Tuesday, March 26, 2024 10:47 AM
To: \$Customer Services - Edinburgh <CustomerServicesEdinburgh@lloydsbanking.com>
Cc: nicolarsteele@gmail.com
Subject: Ref: 18266669 (Nicola Steele)

***** This email is from an external source - be careful of attachments and links.
Please report suspicious emails *****

Good morning Lauren,

Your Ref: 18266669
Our Ref: Nicola Steele Pension

Please find here the details below of the financial disadvantage Nicola Steele suffered as a result of the delayed transfer.

- 1) Loss of rent on the property she was purchasing - 3 months x £550
- 2) The price of the property went up due to the time it took to purchase - £3500

£5150 Total

Kind regards
Lisa Welton

RC Administration Limited

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