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Please address any replies to:
Complaints Team
Dept ref : CSD-G84 OS
Our ref : 374575
Telephone : 01793 405254

Date : 8 January 2018



Dear Emma

Complaint about Mr Andrew Guy Pastre's Plan : P10325-500-DL 001

As promised in our recent correspondence, we have been investigating your complaint and I would like to thank you for your patience whilst I have looked into the concerns you have raised. My investigations are now complete and I would like to take this opportunity to share my findings with you.

Your complaint

My understanding is you are annoyed that you were not informed that we had written to Mr Pastre about his transfer claim form, stating the first time you were made aware of this was when you contacted us on 15 December 2017. I also understand you are unhappy that we have not chased him for a reply. Overall you are unhappy about the length of time this transfer is taking.

My findings

Having looked into this, I confirm that we received the transfer documentation by email via Emily McAlister on 5 October 2017 and her email was acknowledged on the same day. In our email we also said to allow up to ten working days for a reply.

As part of our due diligence checks, we require further information from Mr Pastre and we wrote to him about this on 16 October 2017. A separate letter should have been sent to yourselves to let you know that we had done this and that if you needed information about it to contact him direct. Sadly, this failed to happen.

Given the need and desire for us to ensure our customers' assets are kept secure and that they receive full information in relation to the risks associated with so called 'pension liberation schemes', we have taken the business decision to only correspond directly with our customers unless and until we are prepared to make the transfer. This ensures our customers receive all material information.

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We have our own due diligence process which we follow on all cases where we have any concerns about the potential for pension liberation/fraud. We will seek any additional information we need from the customer and/or receiving scheme (if necessary, e.g. scheme rules and Trust Deed), HMRC, etc., in addition to making our own due diligence checks at various times throughout the process, including investigating whether there is a statutory right to the transfer. Beyond that we are not willing to disclose any further details to you about our checks. Therefore, other than requesting any information we need, we will not correspond with you in relation to any ongoing transfer requests.

I confirm that to date, we have not received a reply from Mr Pastre to our letter and we will not chase him for a reply. This means that if we do not receive a response we will assume he no longer wants to transfer his pension. Of course, in the event of him not receiving our letter, then we would expect Mr Pastre to get in touch to query what progress, if any, has been made.

Inevitably our due diligence checks slow down the transfer process, which is regrettable, but it is designed to provide greater protection to individuals so that their pension funds are available to provide them with pension income in later life.

Our decision

Given we failed to let you know that we had written to Mr Pastre, I have upheld this aspect of your complaint. Please accept our sincere apologies and rest assured I've provided feedback to the relevant colleague so that we learn from our mistakes.

I am however, unable to uphold the other aspect of your complaint although I trust my explanation enables you to understand and appreciate our approach to this pension transfer request.

I am obliged to confirm this is our final decision. Of course, if Mr Pastre has any queries or concerns about the transfer request, please ask him to contact us directly on 0370 240 0474. Our lines are open Monday to Friday 0800 to 1800 and Saturday 0930 to 1230.

If there are further issues to be addressed, please contact me on 01793 405254 and I will be happy to help. Please note calls may be recorded for quality and training purposes.

Yours sincerely



Ofelia Salice
Complaints Team
Customer Services