



PRIVATE AND CONFIDENTIAL

The Money Farm
Heron Tower
110 Bishopsgate
London
EC2N 4AY

8 January 2014

Telephone Number: 0117 9296861

Our Ref: ACTCOM/ 1104871904 (Please quote on all correspondence)

Dear Sir / Madam

HSBC Pension Plan: 055283Y
Held in the Name of: Mr Charles Reid Russell

I write with reference to our letter dated 13 December 2013.

We regret to advise you that our enquiries into the circumstances surrounding your complaint are not yet complete.

As explained, a full investigation into your concerns is required and at this time, we are still completing our research. We will write to you within the next four weeks to update you on our progress.

Please accept our sincere apologies for the continued delay and for any inconvenience this may cause.

If you have any queries, please do not hesitate to contact the Complaints Team on the telephone number provided above. To help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us.

Yours sincerely

A handwritten signature in dark ink, appearing to read "Nicola Evans", written over a horizontal line.

Nicola Evans
Complaints Administrator

HSBC Life (UK) Limited
Customer Services Centre, PO Box 6176, Coventry, CV3 9HN

*Registered in England number 88695. Registered office: 8 Canada Square, London, E14 5HQ.
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PRIVATE AND CONFIDENTIAL

The Money Farm
Heron Tower
110 Bishopsgate
London
EC2N 4AY

8 January 2014

Telephone Number: 0117 9296861

Our Ref: ACTCOM/ 1204871906 (Please quote on all correspondence)

Dear Sir / Madam

HSBC Pension Plans: 055221Q and BBP820F
Held in the Name of: Mrs Torill Catherine Russell

I write with reference to our letter dated 13 December 2013.

We regret to advise you that our enquiries into the circumstances surrounding your complaint are not yet complete.

As explained, a full investigation into your concerns is required and at this time, we are still completing our research. We will write to you within the next four weeks to update you on our progress.

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