



**PRIVATE AND CONFIDENTIAL**

The Money Farm  
Heron Tower  
110 Bishopsgate  
London  
EC2N 4AY

13 December 2013

Our Ref: ACTSAL

Dear Sir/Madam

**PERSONAL PENSION PLAN: 055283Y**  
**Re: Charles Reid Russell**

With reference to recent correspondence received regarding the above numbered Pension Plan.

We confirm receipt of the documents requested from Eagle Corporate Limited.

Your enquiry is currently receiving attention from our technical team and a full reply will follow shortly.

If you have any further queries, please call us on 08457 456 127 (textphone 0845 766 0391). Lines are open 8am to 6pm Monday to Friday (excluding public holidays). To ensure that we carry out your instructions accurately, to help us to continually improve our service and in the interest of security, we may monitor and/or record your telephone call with us.

Yours faithfully

A handwritten signature in black ink, appearing to be a stylized 'S' or 'R'.

**Case Administrator**  
**Retail Pensions**

**HSBC Life (UK) Limited**

Customer Services Centre, PO Box 6176, Coventry, CV3 9HN

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