



Lisa Welton &lt;lisa@retirement.capital&gt;

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**Re: Update: Reassure Pension Transfer out - U167557 / UP2156585 Susan Singleton - Singleton Family SSAS**

1 message

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**Lisa Welton** <lisa@retirement.capital>  
To: sue Singleton <sue@limbrook.co.uk>

17 November 2023 at 09:18

Good morning Susan,

This can be a normal procedure of theirs. A lot of pension providers require that the transferring member has an appointment with Pension Wise before they agree to transfer the funds out. This will be the last thing they should require from you to make the transfer of the funds.

We feel that if you say that you opt out from receiving this guidance they may see it as a red flag and therefore recommend that you book an appointment with them.

I have included some information below that explains how to book it. The appointment is free of charge. As there is a long waiting time I would suggest booking it as soon as possible.

*The purpose of this guidance is to help identify common risks involved in transfers, highlight the dangers of pension scams, and to allow you to consider whether to proceed with your transfer.*

*You can book your 'Pension Safeguarding Guidance' appointment with MoneyHelper at: [www.moneyhelper.org.uk/pension-safeguarding](https://www.moneyhelper.org.uk/pension-safeguarding). Or call: 0800 015 4906 for free or, if you're overseas, +44 20 7932 5780 (international charges may apply). The booking lines are open Monday to Friday, 9am to 5pm (UK time).*

*After your MoneyHelper guidance session, you will receive correspondence from MoneyHelper with **a unique reference number**.*

Please provide this reference number to us.

Kind regards

Lisa

My working hours are 8.00-14.00 Monday- Friday.

Web. <https://retirement.capital>

Phone: 0330 311 0088

Email: [lisa@retirement.capital](mailto:lisa@retirement.capital)

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On Wed, 15 Nov 2023 at 16:47, sue Singleton <[sue@limbrook.co.uk](mailto:sue@limbrook.co.uk)> wrote:

Lisa

I am absolutely sick to death of ReAssure's refusal to transfer my pension and I am attaching the letter they have sent to me. Their amber flags are nonsense and I do not know what to do to convince them that the Singleton Family SSAS is a bona fide scheme and that I am not an idiot.

Kind regards

Sue

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**From:** Lisa Welton <[lisa@retirement.capital](mailto:lisa@retirement.capital)>

**Sent:** Wednesday, November 15, 2023 12:50 PM

**To:** sue Singleton <[sue@limbrook.co.uk](mailto:sue@limbrook.co.uk)>

**Cc:** Georgina Martin <[georginam@retirement.capital](mailto:georginam@retirement.capital)>

**Subject:** Re: Update: Reassure Pension Transfer out - U167557 / UP2156585 Susan Singleton - Singleton Family SSAS

Hi Susan

I have just spoken to Bainba - he has advised me on 10/11 they have posted a letter to you. He could not advise me on the content of the letter. He said we need to speak to you directly. I requested for the letter to be emailed so he has just done this. Please check your emails (spam/junk if not received in your inbox).

When you have the letter please can you send me a copy.

Kind regards

Lisa

On Fri, 3 Nov 2023 at 13:54, Lisa Welton <[lisa@retirement.capital](mailto:lisa@retirement.capital)> wrote:

Hi Susan,

I have just spoken to Sam.. He has confirmed that they have everything and are awaiting on final confirmation, it is being double checked, so should be completed within a week or two. If nothing is heard from them by then I will follow up with them again.

Kind regards,

Lisa

On Fri, 20 Oct 2023 at 15:13, Lisa Welton <[lisa@retirement.capital](mailto:lisa@retirement.capital)> wrote:

Hi Susan,

I have just spoken to Rich, he advised - HMRC response was received on 17th October - the standard turnaround time is 10-15 days. He is going to try to get it pushed through for us as it have taken a while and he can see the case has been ongoing for a while.

Let me know if you receive any correspondence from them and if nothing is heard within two weeks I will follow up with them.

Kind Regards,

Lisa

On Fri, 6 Oct 2023 at 12:21, Lisa Welton <[lisa@retirement.capital](mailto:lisa@retirement.capital)> wrote:

Hi Susan..

Me again!..

I have spoken to Grace - she advises they have sent out a letter to you on 25/09 that states they are waiting on HMRC response. I asked when they sent the request to HMRC she had to call through to the team, she came back and advised someone will contact us back with a definite update because it is on their system in the back office as starting to be processed.

So they will open a new task now and someone will contact us back with an update to advise if we are awaiting HMRC or if it is in process, then a date for the transfer.

If I haven't heard from them within 2 weeks I will contact them back again.

Kind regards

Lisa

On Tue, 19 Sept 2023 at 14:20, Lisa Welton <[lisa@retirement.capital](mailto:lisa@retirement.capital)> wrote:

Hi Sue,

I hope you are well...

I have just spoken to Laura - The Questionnaire has now been received from the email I sent on the 15/09 and was scanned into their system on the same day. Nothing is outstanding from either of us. They are reviewing the questionnaire. She has put a note on the system that the questionnaire is for both policies just to make sure they know.

If nothing is heard back from them by either of us within 3 weeks I will follow up again with them.

Kind Regards,

Lisa

My working hours are 8.00-14.00 Monday- Friday.

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On Thu, 17 Aug 2023 at 15:22, Lisa Welton <[lisa@retirement.capital](mailto:lisa@retirement.capital)> wrote:

Good afternoon Susan,

I have just spoken to Vikki at Reassure-

UP2156585 was logged in their system receiving the email on 8/8.

UP2156585 was scanned in and logged in their system on 10/08. She advises their turnaround time is 10-15 days.

On both transfers they are reviewing all the documents sent and carrying out their checks.

Please look out for any correspondence from them and let me know if you receive anything from them and we will do the same.

Kind Regards,

Lisa

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On Mon, 7 Aug 2023 at 10:02, <[info@rcadministration.com](mailto:info@rcadministration.com)> wrote:

Dear Transfers team,

Client name: **Susan Singleton**

Pension Company Policy/Plan Number: **U167557 / UP2156585**

Please find attached a completed application from Susan Singleton to transfer her pensions out, together with the below listed documents, these have also been posted to you.

1. Pension Transfer release Form policy UP2156585
2. Pension Transfer release Form policy U167557
3. Trust Deed
4. Scheme Rules
5. HMRC Tax Registration Letter
6. HMRC Screen shot
7. TPR Registration Certificate
8. ICO Certificate
9. Company Contribution Schedule

10. Company Employment Letter
11. Personal Bank Statement Mar-Jun 2023
12. 3 months Payslips
13. Authority Letter
14. SSAS Metro Statement
15. SSAS Metro Bank account details
16. Members Guide

I would be most grateful if you may process Mrs. Singleton's request at your earliest convenience. Should you require any further information, please do not hesitate to contact us.

Kind regards

Lisa Welton

RC Administration Limited

Phone: 0330 311 0839

1A Park Lane  
Poynton  
Cheshire  
SK12 1RD

Company Number: 12409200

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### 3 attachments



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