



AMPS
ASSOCIATION OF
MEMBER-DIRECTED
PENSION SCHEMES

Mr Darren Bell
16 Denham Green Close
Denham
Uxbridge
UB9 5NB

Dear Mr Bell,

Further to your email of 20th February 2017, I am now writing to confirm the outcome of our investigation.

- You asked why the investment letter containing an update had been censored/redacted if it belonged to you. Unfortunately we only received one copy of this letter in the post from the investment company. The rest were, to the best of our knowledge, issued directly to investors. In order to protect our client's personal data, we covered the name and address and pension scheme name that was on the document and saved to file for future reference for all clients with that investment.
- You mention that Greg Hallam at Charterhouse Corporate Services told you that the pension scheme has changed bank four times. I would like to clarify that your pension scheme was established with a Barclays bank account. Due to unforeseen circumstances, Barclays decided to no longer provide bank accounts to SSAS schemes. As per their terms and conditions, they are not obliged to divulge their reasons behind this decision. At this stage we set up a relationship with Allied Irish Bank (GB). This is where your pension scheme account is now held.
- You have asked for information on your Physical Gold holdings. I attach an email received from Greg. The original email source was from your email address, dated 4th November 2015. This was sent to Greg confirming you wished to instruct Cranfords to sell your Gold holdings. This was processed on 5th November 2015. On 10th November 2015 the sale proceeds were received totalling £3,059. The proceeds of the Physical Gold sale were used to purchase the additional holding of £2,000 into Windermere Hydro Hotel on 16th November 2015. As this sale of the Gold was a full sale, there are no further investment details available.
- In your email you state 'I would also like to point out that if I feel they I'm not getting the best advice which at the moment I don't think I am I will take legal advice.' Cranfords are not qualified or authorised to provide financial advice and we have never offered any advice to you. We do not provide advice on investments and simply act on instructions received from you provided they fall within HMRC Guidelines/Legislations. There is currently not regulated financial advisor listed on our records for your SSAS.

After careful consideration and having taking into account all of the evidence, I am unable to uphold your complaint.

I hope you are able to accept the outcome of the investigation, but if not, you are entitled to refer your complaint to the Financial Ombudsman Service at:-

The Financial Ombudsman Service,
Exchange Tower,
London,



t: 0844 410 0037 f: 0844 410 0038 e: admin@cranfords.biz w: www.cranfords.biz



'Cranfords' is the trading style of 3110950 Ltd.(No. 3110950). The company is a wholly owned subsidiary of Pensionology.uk Ltd which is authorised and regulated by the Financial Conduct Authority under number 315328. Both companies are registered in England at 1 Knutsford Business Park, Knutsford, Cheshire, WA16 8ZR



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E14 9SR

Tel: 0800 0234 567

Website: <http://www.financial-ombudsman.org.uk/>

Please note that if you do wish to exercise your right to refer the complaint to the Ombudsman, you should do so within 6 months of the date of this letter, or you may lose that right.

Yours sincerely,

Compliance Team



t: 0844 410 0037 f: 0844 410 0038 e: admin@cranfords.biz W: www.cranfords.biz

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