Mr D Bell

16 Denham Green Close

Denham

Uxbridge

Buckinghamshire

UB9 5NB

5 March 2018

Dear Mr Bell,

**W4GSL Ltd Retirement Benefits Scheme**

I am writing to you in response to your ongoing enquiry about the administration fees on your scheme and an investment update.

As you are aware from our emails, responses where sent to you by email on 8 and 25 January with a further update being sent by letter, which included copies of the email that you were originally sent. To avoid further confusion on emails being sent but not received, I thought it was best that this information be provided to you in writing.

Cranfords was taken over in July of last year and since then we have moved offices, but all clients were sent a letter advising of the change. Any letters sent to our old address are supposed to be sent to us by the existing tenants, but we have experienced instances where this has not happened.

With regards to your enquiry about what Cranfords does for the yearly fee, there are a number of duties which we carry out on your behalf as the administrators. This involves:

* Reporting scheme details to HMRC
* Reporting scheme details to the Pensions Regulator
* Management of the scheme investments
* Management of the scheme bank account
* Preparation of an Annual Statement

We are also available on a daily basis for any ad hoc enquiries you have about your scheme.

I have looked into the current investments within your scheme and can provide you with the following information about your investments:

**Windermere Hydro** – an investment was made of £34,000 into a fixed 6-year investment in 2015. The interest on this is payable on redemption of the investment.

**Marbella Resort and Spa** – an investment was made of £5,000 into a fixed 7-year investment in 2015. The interest on this again is payable on redemption.

**Sustainable Hardwood** – an investment was made of £6,000 for a fixed 3-year term and we are currently awaiting the latest update on this investment. This will be provided to you once we have received it.

I mentioned earlier about managing your bank account and I can confirm that it currently has a balance in it of £356.39 and I have attached the latest bank statement for you.

I trust this to be in order, however should you require any further information or have any questions, please do not hesitate to call 0844 410 0037 where a member of the SSAS team will be happy to help.

Yours sincerely,

***Paul Bennett***

***Senior Pension Administrator***