



Esther Salmon <esther@retirement.capital>

ii transfer

1 message

david irving <david.irving@outlook.com>

31 July 2020 at 17:36

To: Esther Salmon <esther@retirement.capital>, "Paul Davies (pauld@retirement.capital)" <pauld@retirement.capital>

Esther, Paul,

See message below from ii... I just despair!

Any idea what is going on – can you speak with the administrator?

Thanks,

David

16:24 today

transfers - in/out (non-certificated)

Dear Mr Irving,

Thank you for your call today.

Unfortunately, we are currently experiencing some further delays processing your transfer out due to some technical problems. Please know that we are working as quickly as we can to resolve this, however we will not be able to action it for your immediately. Our Transfers team will contact you with an update you as soon as we are able to provide you with any further progress. They are aware and sympathise with your current frustrations and they have reassured me they are looking to resolve this as soon as possible. This could take another week or two though.

As we previously discussed on the phone, if you still choose to raise a complaint we can facilitate this for you either via secure message or over the phone. It can take up to 8 weeks for a final decision to be made following a complaint.

For the time being, your transfer out has been escalated to our management so that we can ensure you are updated on any progress updates as quickly as possible

Kind Regards,

1/12/2021

Retirement.Capital Mail - ii transfer

Clarisse Martin

Interactive Investor

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