

Info support <[info@registeredSchemeadministrator.com](mailto:info@registeredSchemeadministrator.com)>

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**FAO Esther Salmon RE: Policy Number: TL94065691 - Mr D A J Van Dyke - URGENT thanks**

1 message

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**avivaln@aviva.com** <[avivaln@aviva.com](mailto:avivaln@aviva.com)>  
To: [info@registeredSchemeadministrator.com](mailto:info@registeredSchemeadministrator.com)

27 October 2017 at 16:30

Dear Esther,

Thank you for the documentation you sent us. I have tried to call you but the lady who picked up the phone didn't have your extension.

I just wanted to confirm that we seem to have received everything what we needed, this is now with our technical services, subject to review. They will carry out the checks as soon as they can and be in touch if they need anything else.

We apologise for any inconvenience we may have caused.

Kind regards,

**Daniel Kraszlan | Customer Service Representative | UK Life**

**Phone : 0800 068 6800**

**E: [avivaln@aviva.com](mailto:avivaln@aviva.com)**



Horizon Business Centre, Ground Floor, Peachman Way, Broadland Business Park, Norwich, NR7 0WG

**From:** Info support [<mailto:info@registeredSchemeadministrator.com>]

**Sent:** 27 October 2017 14:23

**To:** AVIVALN

**Subject:** Policy Number: TL94065691 - Mr D A J Van Dyke - URGENT thanks

FAO Daniel Kraszlan

Dear Daniel,

Thanks for your help just now on the telephone. Sorry to be rather annoyed, I know it's not your fault, but Aviva are telling our mutual client one thing and telling us another.

Please see attached all the information you requested in your letter to us dated 9th October 2017, which we sent to you 17th October 2017, with proof of delivery.

Please can you call me Daniel this afternoon with an update. This is really urgent now and very frustrating. Thanks for your help.

Kind Regards

Registered Scheme Administrator Limited

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Birmingham

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