



Esther S &lt;esther@pensionpractitioner.com&gt;

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**Re: Winterthur Pension Scheme**

1 message

**Emily McAlister** <emilym@pensionpractitioner.com>

24 October 2017 at 17:31

To: Patrick Stevens &lt;patrick.stevens@mastcapital.co.uk&gt;, David Van Dyke &lt;david@arthurjohnncapital.com&gt;

Cc: Esther S &lt;esther@pensionpractitioner.com&gt;

Hello David and Patrick,

I hope that you are both well.

Following my telephone conversation with David today, I can confirm that I have followed up the transfer out requests as promised, see below for an update:

**Aviva (David)** - I spoke to Lawrence March who confirmed receipt of documentation (sent twice following their request). This is currently being dealt with by another department who he was unable to get in through to whilst I was on the call. He said he would get in contact with the person dealing with the request and he will call me back today with an update. I left my telephone number and email address.

**Willis Towers Watson (Patrick)** - I called 3 times and only spoke to the receptionist.. she put me through to the Dresdner Kleinwort Pension Plan department but no one was available to answer the phone so I left my details and requested a call back.

**Fidelity (Patrick)** - I will ask Esther to look into this tomorrow.

Kind regards  
Emily

On 24 October 2017 at 09:47, Patrick Stevens <[patrick.stevens@mastcapital.co.uk](mailto:patrick.stevens@mastcapital.co.uk)> wrote:

Good morning Esther

Do you have an update on my small Pension Scheme transfer from Fidelity via Origo?

Kind regards,

Patrick Stevens

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**From:** Patrick Stevens [mailto:[patrick.stevens@mastcapital.co.uk](mailto:patrick.stevens@mastcapital.co.uk)]

**Sent:** 10 October 2017 16:46

**To:** 'Esther S' <[esther@pensionpractitioner.com](mailto:esther@pensionpractitioner.com)>

**Cc:** 'Stacy Lunnon' <[stacyl@pensionpractitioner.com](mailto:stacyl@pensionpractitioner.com)>; 'David Van Dyke' <[david@arthurjohnncapital.com](mailto:david@arthurjohnncapital.com)>

**Subject:** RE: Winterthur Pension Scheme

Hi Esther

Do we have any new updates regarding my Fidelity and Standard Life Transfers? Has Fidelity confirmed they can do the small

Transfer via Origo?

Kind regards

Patrick Stevens

**From:** Esther S [<mailto:esther@pensionpractitioner.com>]

**Sent:** 28 September 2017 14:58

**To:** David Van Dyke <[david@arthurjohnncapital.com](mailto:david@arthurjohnncapital.com)>

**Cc:** Stacy Lunnon <[stacyl@pensionpractitioner.com](mailto:stacyl@pensionpractitioner.com)>; Patrick Stevens <[patrick.stevens@mastcapital.co.uk](mailto:patrick.stevens@mastcapital.co.uk)>

**Subject:** Re: Winterthur Pension Scheme

Hi David,

I have spoken to Aviva again today. Their system shows that further checks are in progress for the transfer. I have asked what those further checks are. The lady was unable to tell me, but she will speak to the relevant person and call me back.

I will keep onto then and keep you posted.

Thanks

Kind Regards

Esther Salmon  
Administrator

Please note that from 1st September 2017 our address has changed to:

Pension Practitioner

[48 Chorley New Road](#)

[Bolton](#)

[BL1 4AP](#)

T: 0800 634 4862

F: 020 8711 2522

Pension Practitioner is a tradestyle of The Practitioners Partnership LP

Registered Number: 00159

Registered Office: 1st Floor, World Trade Centre, Baytree Road, Gibraltar GX11 1AA

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On 26 September 2017 at 19:56, David Van Dyke <[david@arthurjohncapital.com](mailto:david@arthurjohncapital.com)> wrote:

Hi Esther,

Did you manage to get hold of the Aviva person?

Kind regards,  
David Van Dyke

Tel: [+44 \(0\)20 3289 4010](tel:+44(0)2032894010)  
Mobile: [+44 \(0\)79 0002 3677](tel:+44(0)7900023677)  
Skype: van\_dyke\_david

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On 25 Sep 2017, at 16:36, Esther S <[esther@pensionpractitioner.com](mailto:esther@pensionpractitioner.com)> wrote:

Dear David,

I have spoken to Aviva again. They can only confirm that your transfer is being processed and that there are further checks they are needing to complete for their processes.

I will keep chasing for updates and will keep you posted.

Kind Regards

Esther Salmon  
Administrator

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Kind Regards

Emily McAlister  
Administrator

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