



Financial Services
Compensation Scheme

- ◆ FSCS reference PB22-JG84
Please quote our reference when contacting us

Cranford Trustees Limited
International House
Constance Street
London
E16 2DQ

Call
0800 678 1100 (free)

Email
claims@fscs.org.uk

Write
PO Box 300
Mitcheldean
GL17 1DY

Visit
fscs.org.uk

◆ 18 November 2020

Dear Sir or Madam

FSCS needs some information from you

- ◆ FSCS is dealing with a claim from Mrs Kirsty Macbey against Pensionology.UK Limited formerly Broker-Support Limited about their policy (Walkers New Services UK Ltd Retirement Benefits Scheme – Account Holder: 00006400KIRSTYWALKER)
- ◆ We need full, up-to-date details of the policy from you as the product provider.

Here is signed permission from Mrs Kirsty Macbey which authorises you to release details of their policy. As you know, our rules say that firms must deal with FSCS in an open, collaborative and timely way.

The customer's details

Name: Mrs Kirsty Macbey

Previous Name: Miss Kirsty Walker

Date of birth: 11/05/1976

National Insurance (NI) number: JE459858C


Address: Woodfield Farm House, Kinclaven, Stanley, Perth, PH1 4QW

Previous Address: Chestnut View, Kinloch, Blairgowrie, Perth and Kinross, PH10 6SD

Authority from Mrs Kirsty Macbey to release information

I/we agree that FSCS, and organisations acting on its behalf, may obtain my personal data from relevant companies and people (such as the firm in default and/or its insolvency practitioner) in order to process my/our claim for compensation or pursue recovery proceedings – or otherwise for the proper exercise of its statutory functions or to comply with legal or regulatory requirements.

I/we give permission for such relevant companies and people to release such personal data to FSCS, Financial Conduct Authority (FCA) and Prudential Regulation Authority (PRA) or any successors to them and any organisations acting on their behalf.

Signature: 

Name: Mrs Kirsty Macbey

Date: 18-11-2020

The information FSCS needs

- A copy of the original SASS application forms and/or investment application forms.
- The full history of any IFAs associated with the plan including dates, their address and their SIB/FSA/FCA number - specifically confirmation of who sold the plan and any investments held.
- A schedule showing the assets currently held within the SASS along with their value (and where applicable, the unit-holding) of each.
- The full transaction history from the start of the plan to today - showing all transfers in and out, contributions, investments and disinvestments, charges, income payments and distributions, withdrawals and in-specie transfers.
- The current fund and transfer values, including details of any penalties or charges that would apply upon transfer.
- If the plan has been transferred to another provider, please provide details of the value and date of the transfer, as well as the name of the receiving provider (if any assets were transferred in-specie, please provide details).
- Full schedule of fees applicable to this policy
- Please provide details of all members and trustees of the SSAS
- Please provide a copy of the SSAS trust deed and any deeds of amendment (e.g. for changes to trustees or members)
- Please confirm whether all assets held within the SSAS are owned equally between all members or what the split of ownership is. If specific assets are earmarked for particular members, please provide details

We also require the following information for any underlying investment portfolios held within the SSAS:

- The full history of any IFAs or servicing agents associated with the plan including dates, their address and SIB/FSA/FCA number for the investment portfolio.
- A copy of the investment portfolio application form.
- A full transaction history for the investment portfolio from the start of the plan to today showing all transfers in and out, contributions, investments and disinvestments, charges, income payments and distributions, withdrawals and in-specie transfers.
- The current fund and transfer values, including details of any penalties or charges that would apply upon transfer.

Where to send the information

Please send everything to us **within 14 days** using the details at the top of this letter. You must include the claim reference - **PB22-JG84** - so we know which claim the information belongs to.

When you send the documents, please confirm that you have given us everything you have for this customer.

Please note: We're pleased to announce that we've been working with DocuSign to introduce digital signatures as an alternative to hand-signed applications for our customers. We will implement this improvement in the coming weeks. You can find out more at

<https://www.fscs.org.uk/digitalsignatures>.

Any questions?

If you have any questions, please call us on **0800 678 1100** or email **claims@fscs.org.uk**, quoting the claim reference - **PB22-JG84**. We'll be happy to help.

Yours faithfully,

Customer service team