

Retirement Capital  
Data Processing Centre  
Retirement Capital  
Venture Wales Building  
Merthyr Tydfil Industrial Business Park  
Merthyr Tydfil  
Wales  
CF48 4DR

5th October 2021

**Customer Ref:** 114043.001

Dear Sirs,

With regard to the enclosed (copy) data subject access request, we have not received a response from yourselves. This request was made, 5<sup>th</sup> January 2021 from which we did not receive a response. A call was made to you in February 2021, where we were assured that you have our request and you offered your apologise for the lack of reply and promised that you would send over the data we asked for. It is now October and we are still without the data we have requested.

Therefore, please can you deal with our request as a matter of urgency and provide the information we have requested. If we do not have a response from you within 14 days, we will be raising a complaint.

If you have any questions, please do not hesitate to contact us on 01903 868251 opt. 2 or email [zoe.cleveland@theclaimsbureau.co.uk](mailto:zoe.cleveland@theclaimsbureau.co.uk)

Our office opening hours are Monday – Thursday, 8.30am until 5pm, Friday 8.30am until 2pm.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Zoe Cleveland".

Zoe Cleveland  
The Claims Bureau

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#### OFFICE

SUITE 4 ANCHOR SPRINGS  
LITTLEHAMPTON  
WEST SUSSEX BN176BP

#### CONNECT

[WWW.THECLAIMSBUREAU.CO.UK](http://WWW.THECLAIMSBUREAU.CO.UK)  
[INFO@THECLAIMSBUREAU.CO.UK](mailto:INFO@THECLAIMSBUREAU.CO.UK)  
01903 868 251

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5<sup>th</sup> January 2021

**Customer Ref:** 114043.001

**Account Holder(s):** Mr John Milton [08/07/1961]  
**of:** 25 Moss Lea Tarleton Preston PR4 6BH

Dear Sirs

With regard to our above client(s) Retirement Capital pension, under the General Data Protection Regulation 2018 and including the right of subject access under this, we would be grateful if you could supply us with copies of **all personal data** you hold for the above client(s) including but not limited to:

- A copy of any and all statements for the above referenced account
- A copy of any and all Key Facts Illustrations
- A copy of any and all Pension Transfer documentation
- A copy of any and all Suitability Reports and Fact Finds relating to Pension advice

Where you are unable to provide any of this data, please confirm in your responses as to what data has been withheld and why. I enclose our clients' authority and instruction to act. I am aware that you have 30 days to provide this information. Please action this request in accordance with your own guidelines.

If I can be of any further assistance, please do not hesitate to contact me on 01903 868251, option 2 or email [DSAR@theclaims bureau.co.uk](mailto:DSAR@theclaims bureau.co.uk). You can send the file to us electronically using this email address or return it by post to the address below.

Yours sincerely

Zoe Cleveland  
The Claims Bureau

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