



ST. JAMES'S PLACE  
WEALTH MANAGEMENT

Mr G Thompson  
376 Ecclesall Road South  
Sheffield  
South Yorkshire  
S11 9PY

Direct Dial: 01285 878387  
Direct Fax No: 01285 878137  
Our Ref: RSP/36382

27 September 2021

Dear Mr Thompson

**Complaint concerning your RA06909022**

We write further to recently receiving notification of your concerns on 17 September 2021 from Mr James Bennett of Regency Wealth Management. We are sorry to hear of your concerns and thank you for taking the time to let us know.

To summarise your complaint, I understand you are concerned that Early Withdrawal Charges (EWC) that will apply to your pension funds should you decide to transfer away. You requested we waive the EWC.

In an effort to resolve your complaint pragmatically, I would like to offer to waive the EWC if you decide to transfer your pension funds away from St. James's Place within six months from the date of this letter. This is being offered, without prejudice, in full and final settlement of your complaint.

If you are happy to accept my offer, please sign and return the enclosed Acceptance of Offer form.

Due to the ongoing concerns surrounding corona virus and potential disruption to our normal ways of working, it would be appreciated if you could return your signed acceptance by email to [client.liaison@sjp.co.uk](mailto:client.liaison@sjp.co.uk). This will ensure there are no delays in us making payment to you. If you don't have the facility to scan your acceptance, you could consider taking a photo with your phone. If you do have any problems with this, please let us know.

St. James's Place House 1 Tetbury Road Cirencester Gloucestershire GL7 1FP  
Telephone: 01285 640302 Fax: 01285 640436 Website: [www.sjp.co.uk](http://www.sjp.co.uk)

St. James's Place Wealth Management plc, St. James's Place UK plc, St. James's Place Unit Trust Group Ltd, St. James's Place International plc and St. James's Place Investment Administration Ltd are members of the St. James's Place Wealth Management Group. St. James's Place UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. St. James's Place Wealth Management plc, St. James's Place Unit Trust Group Ltd and St. James's Investment Administration are authorised and regulated by the Financial Conduct Authority. St. James's Place



Complaint Reference No: RSP/36382 Basel Esleem

**Acceptance of Offer**

I confirm that I agree to accept the offer of waiving the Early Withdrawal Charge withing six month made by St. James's Place as detailed in their letter dated 27 September 2021.

In accepting this offer, I understand that it is made in full and final settlement of my complaint against St. James's Place and I hereby release and discharge all and /or any claims, rights, demands and causes of action, whether or not presently known to parties, which I have or may have against Mr Ravi Seesurrun and St. James's Place Wealth Management plc in relation to my complaint the details of which are in this offer.

**Please return your signed acceptance by reply to the secure email.**

Signed:  .....  
Mr Greg Thompson

Date: .....

**Internal use only (to be completed by St. James's Place when acceptance received)**

Signed:	
Name and date:	

**COMPCLIENT**