



18 October 2021

Our ref: HTG/127173  
Policy Number: 8115905UG  
Policy Holder: Mr M Simmons

Ms E Mcallister  
RC Administration Ltd  
1A Park Lane  
Poynton  
CHESHIRE  
SK12 1RD

Dear Ms Mcallister

### **Just to keep you informed**

We wrote to your client's new pension provider on 20 January 2021, we asked that they let us know how your funds were invested.

They haven't replied yet so we can't complete our calculations. Don't worry as we issued a reminder letter to them today stressing how important it was that they respond.

So you know what to expect, we can't make any assessment without this information from your client's new pension provider so if they don't reply in the next 14 days we will close our file. If we then receive information after this we reserve the right to withdraw or limit our calculation. I hope you understand that we can't keep our offer open indefinitely.

If you have recently received a policy document or opening statement from your client's new provider that shows how their new funds and the date(s) they invested then we'd be really grateful if you could send us a copy which could speed things up.

### **Here to help**

If you have any queries with regards to this letter, please contact me at [AHCOMP@aviva.com](mailto:AHCOMP@aviva.com).

Yours sincerely

*Helena Rushworth*

Helena Rushworth  
Customer Service Analyst  
Service Resolution Team