

Cranfords Trustees Limited  
International House  
Constance Street  
London  
England  
E16 2DQ

rebecca.longmore@apjsolicitors.co.uk  
RL/Lucy Milner/117470.1/Hazelwood/PRO

01/02/2021

Dear Sirs,

Please find attached a Letter of Authority signed by Mr Terry Hazelwood and confirming our instruction.

We have received correspondence from the FSCS advising that they have written to yourselves to request further information regarding our client's policy however, to date, they have not received a response.

Please find attached a copy of the FSCS information request outlining the information they require.

We would be grateful if you could provide the FSCS with this information at your earliest convenience. Alternatively, please forward the information directly to us at [datagathering@apjsolicitors.co.uk](mailto:datagathering@apjsolicitors.co.uk) and we will arrange for this to be provided to the FSCS.

If you require any further information, please do not hesitate to contact our offices on 0800 028 9791

Kind Regards,

**Lucy Milner**

**Anthony Philip James and Co Ltd**  
Solicitors SRA 629443

► FSCS reference PB22-JK8B

Please quote our reference when contacting us



**Financial Services  
Compensation Scheme**

**Call**

0800 678 1100 (free)

**Email**

claims@fscs.org.uk

**Write**

PO Box 300  
Mitcheldean  
GL17 1DY

**Visit**

www.fscs.org.uk

► 21 January 2021

**Cranfords**

By email

Dear Sirs

## We need some information from you

- We're dealing with a claim from Mr Terry Hazelwood Hazelwood and we need full details of the **Brackendale Billings Limited Retirement Benefit Scheme SSAS**.
- We **still** need full, up-to-date details of the product to consider their claim.

### The customer's details

Name: Mr Terry Hazelwood

Date of birth: 13/07/1964

National Insurance (NI) number: NE014950C

Address: 9 Brackendale Gardens, Upminster, RM14 3XB

We recently wrote to you about Mr Terry Hazelwood's claim. As we haven't heard from you, we again enclose a copy of their permission to allow you to send us this information. As you know, our rules say that firms must deal with FSCS in an open, collaborative and timely way.

### The information we need

- A copy of the original SSAS application forms and 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 SIPP along with their value (and where applicable, the unit-holding) of each.

#### Where you are in the claims process

- Making first contact
- Completing the application
- Investigating the claim
- Getting the decision
- Dealing with any issues

- 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.

For the investment portfolio within the SSAS, we need the following:

- The full history of any IFAs or servicing agents associated with the plan including dates, their address and SIB/FSA/FCA number for any investment portfolio.
- A copy of the investment portfolio application form.
- A full transaction history for any 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-JK8B** - 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.

## Any questions?

If you have any questions, please call us on **0800 678 1100** or email [claims@fscs.org.uk](mailto:claims@fscs.org.uk), quoting the claim reference - **PB22-JK8B**. We'll be happy to help.

Yours faithfully,

Customer Services Team



- FSCS reference PB22-JK8B  
Please quote our reference when contacting us

Cranfords  
By email



Financial Services  
Compensation Scheme

Call  
0800 678 1100 (free)

Email  
claims@fscs.org.uk

Write  
PO Box 300  
Mitcheldean  
GL17 1DY

Visit  
www.fscs.org.uk

► 6 January 2021

Dear Sirs

## We need some information from you

- We're dealing with a claim from Mr Terry Hazelwood and we need full details of the Brackendale Billings Limited Retirement Benefit Scheme SSAS
- We need full, up-to-date details of the product to consider their claim.

### The customer's details

Name: Mr Terry Hazelwood

Date of birth: 13/07/1964

National Insurance (NI) number: NE014950C

Address: 19 Brackendale Gardens, Upminster, RM14 3XB

We enclose a copy of their permission to allow you to send us this information. As you know, our rules say that firms must deal with FSCS in an open, collaborative and timely way.

### The information we need

- A copy of the original SSAS application forms and 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 SIPP 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.

Where you are in the  
claims process

- Making first contact
- Completing the application
- Investigating the claim
- Getting the decision
- Dealing with any issues

- 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.

For any investment portfolio within the SSAS, we need the following:

- The full history of any IFAs or servicing agents associated with the plan including dates, their address and SIB/FSA/FCA number for any investment portfolio.
- A copy of the investment portfolio application form.
- A full transaction history for any 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-JK8B** - 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.

## Any questions?

If you have any questions, please call us on **0800 678 1100** or email [claims@fscs.org.uk](mailto:claims@fscs.org.uk), quoting the claim reference - **PB22-JK8B**. We'll be happy to help.

Yours faithfully,

Customer Services Team

► FSCS reference PB22-JK8B

Please quote our reference when contacting us



ANTHONY PHILIP JAMES & CO LIMITED  
By email

Call  
0800 678 1100 (free)

Email  
[www.fscs.org.uk/contact-us](http://www.fscs.org.uk/contact-us)

Write  
PO Box 300  
Mitcheldean  
GL17 1DY

Visit  
[fscs.org.uk](http://fscs.org.uk)

► 6 January 2021

Dear Sirs

## We've asked Cranfords and Roya London for more information

- We've started dealing with Mr. Hazelwood's claim against Pensionology.UK Limited formerly Broker-Support Limited.
- We need this information from Cranfords and Royal London to continue the claim.
- Copies of the information requests made to these Company's are attached

We'll keep you updated on our progress. If you have any questions, please contact us using the details at the top of this letter.

Thank you for your help.

Yours faithfully

Customer service team

### Where you are in the claims process

- Making first contact
- Completing the application
- Investigating the claim
- Getting the decision
- Dealing with any issues



04 MAY 2020

V2.00



## Letter of Authority

Your Name:

Mr Terry Hazelwood

Date of Birth:

13/07/1964

Joint Applicant Name:

Date of Birth:

Your Current Address:

19 Brackendale Gardens  
Upminster  
Essex  
RM14 3XB

Address at time of sale:

\* For joint claims both clients must sign below (one in each box) Please complete with today's date.

Client Signature 1

Client Signature 2

Dated: 04/05/2020

Dated:

1. To whom it may concern this is my/our explicit authority to authorise disclosure of all personal and financial information and documentation.
2. The request is made and authority given pursuant to the Data Protection Act 2018 and General Data Protection Regulations (EU) 2016/679.
3. I/we confirm that I/we have lawfully contracted with my/our Solicitors Anthony Philip James & Co Limited to act on my/our behalf.
4. For the avoidance of doubt I/we have given my/our Solicitors full authority to make a claim on my/our behalf.
5. I/we direct and authorise that any payment due in respect of investment and/or PPI and/or commission and/or loan and/or mortgage, and/or interest and/or compensation be sent directly to my Solicitors.
6. I/we authorise you to release any information and/or documentation deemed confidential or otherwise as may be requested from time to time by my/our Solicitors.
7. I/we direct and authorise Equifax and/or other Credit Reference Agency to release any information whether deemed confidential or otherwise as may be requested from time to time by my Solicitors.
8. The request for information and/or documentation relates to Banks, Building Societies, Independent Financial Advisors, Pension Providers, Financial Brokers, Insurance Companies, Mortgage Lenders, Loan companies, Payment Protection Insurers, Mortgage Brokers, SIPP

- Operators, Solicitors, Accountants, Insolvency Practitioners, Credit Card Companies and/or any other potential holder of information or documentation relating to me/us. 9. This authority is not for a limited period and is to remain in force until withdrawn in writing by me/us.
10. I/we authorise the release of my file of papers from my solicitor and/or my accountant and/or insolvency practitioners
  11. A copy of this Form of Authority will have the same validity as the original.
  12. I/we agree to be bound by the Terms and Conditions, CFA what you need to know, Conditional Fee Agreement, Contingency Fee Agreement, Cover letter.
  13. I/we hereby authorise you to draft relevant forms and/or commence civil proceedings in such Civil Court as you consider appropriate, and to sign such statements of truth on my/our behalf.
  14. I/we authorise you to obtain suitable legal expense cover for me/us as you, in your discretion, deem necessary in the conduct of my/our case.
  15. I/we also irrevocably authorise you to endorse cheques solely for the purposes of discharging accounts and disbursements incurred on my/our behalf.
  16. I/we also irrevocably authorise you to pay accounts and disbursements incurred on my/our behalf.
  17. I/we confirm that I/we have read and understood the declaration.

**Anthony Philip James and Co Ltd are authorised and regulated by the Solicitors Regulation Authority (SRA number 629443)**