

► FSCS reference PB22-MXSC
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Simple Claims Assistance Limited
By email

EMILI,
PLEASE CONTACT
ME ON RECEIPT
OF
THIS.

Call
0800 678 1100 (free)

Email
www.fscs.org.uk/contact-us

Write
PO Box 300
Mitcheldean
GL17 1DY

Visit
fscs.org.uk

► 12 May 2021

Dear Sir or Madam

We're unable to reopen the claim

I acknowledge receipt of partial information you sent us 5 May 2021 about the above claim against Build your Wealth Ltd.

We note that we've not yet received all the information we need to assess the claim. As such, we need the following from Retirement Capital for us to consider reopening the claim and continue our investigation:

Retirement Capital.

- A full transaction history from 1 May 2019 to 27 July 2020 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, and details of any penalty that would apply upon transfer
- A schedule showing the assets currently held within the plan along with their value (and where applicable, the unitholding) of each

Any questions?

If you have any questions about this letter, please contact us using the details at the top of this letter.

Yours faithfully

Customer service team

010252/K1P00134236/000067/0202/



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Mr I Carter
Whitwell Grange Cottage
Whitwell
York
YO60 7JU



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Email
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Write
PO Box 300
Mitcheldean
GL17 1DY

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🔗 12 May 2021

Dear Mr Carter

We're unable to reopen your claim

Please find enclosed a copy of the letter we sent to your representative about your claim against Build your Wealth Ltd.

Any questions?

If you have any questions about this letter, please contact us using the details at the top of this letter.

Yours sincerely

Customer service team

634892/K-1P00134236/000067/0102/

