

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

25th May 2021

Customer Ref: 113718.001

Dear Sirs,

I am writing with regard to the enclosed, over Data Subject Access Request, made on behalf of our mutual client Mr Rob Milton. This request for information was made January 2021 and we have not received a response from you. In February 2021, a phonecall was made to yourselves and a conversation was had, which explained that you have received our request letter and it would be processed, but as the team were working from home at this point, it may take slightly longer to get this paperwork to us. This was perfectly understandable. We have all had process changes due to the Coronavirus. However, after 2 months of waiting, we were still without a response and in April 2021, we wrote to you for an update as to the status of our request. It is disappointing to say that we are still without a response from yourselves.

Therefore, please can you confirm the current status of our request and provide a date by which we can expect to receive the data we have requested.

If we are not in receipt of a response from yourselves within 14 days from the date of this letter, we will be forced to raise a complaint.

If you have any questions, please do not hesitate to contact us on 01903 868251 opt. 2.

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

Yours sincerely



Zoe Cleveland
The Claims Bureau

OFFICE

SUITE 4 ANCHOR SPRINGS
LITTLEHAMPTON
WEST SUSSEX BN176BP

CONNECT

WWW.THECLAIMSBUREAU.CO.UK
INFO@THECLAIMSBUREAU.CO.UK
01903 868 251

Retirement Capital
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Merthyr Tydfil Industrial Business Park
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Wales
CF48 4DR

COPY

8th January 2021

Customer Ref: 113718.001

Account Holder(s): Mr Rob Milton [31/03/1968]
of: 10 Salthouse Drive Kew Southport PR8 6RF

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@theclaimsbureau.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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copy

21st April 2021

Customer Ref: 113718.001

Dear Sirs,

I am writing in relation to an overdue Data Subject Access Request, made on behalf of our mutual client; Mr Rob Milton. This request for information was made January 2021 (a copy of which is enclosed of your reference) from which we did not receive a response. Then February 2021, we had a telephone conversation with yourselves to discuss the outstanding data and was told that you had received our request and it would be processed but as the team are working from home, the process would take slightly longer. We are now 2 months since that phonecall and we are still without the data we have requested.

Therefore, please can you confirm the current status of our request and provide a date by which we can expect to receive the information.

Should you wish to discuss this further, please do not hesitate to contact me on 01903 868251, option 2.

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

Yours sincerely

Zoe Cleveland
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