



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

22nd June 2021

Customer Ref: 113718.001

Dear Sirs,

I am writing with regard to making a formal complaint with yourselves. This complaint is in relation to your failure to supply us with information requested on behalf of our mutual client Mr Rob Milton. Our original request for data was sent to yourselves 8th January 2021. From this we did not receive a response. February 5th 2021 a phone call was made to yourselves to discuss whether our request had been received. During this conversation, it was confirmed that you had received our request letter and it would be processed, however, as the team were working from home at the time, it would take slightly longer than normal to fulfil our request. This was completely understandable. The global pandemic has not been conducive for businesses everywhere and as such, changes to working process are inevitable. We understood your stance and gave you time to process our request. Two months later, in April 2021, we still had not received a response from you. Following this lack of response, we wrote to you to establish an update of the current status of our request for information. This letter was sent 21st April 2021 and again, I am extremely disappointed to say that our communication has been ignored. We extended you further courtesy and wrote to you again 25th May 2021 to inform you of our disappointment with your service and notify you that a complaint would be made if we did not receive a response within 14 working days.

Unfortunately, you have failed to provide a basic customer service in this matter, and we are now forced to raise a formal complaint with yourselves. As data holders, you are obligated to provide our client with the data they are requesting, whether that request comes from them directly or from a third party, such as ourselves. You have fallen short of this obligation and demonstrated a complete lack of consideration for your customer. Part of your obligation is to provide this data within 30 calendar days of receiving a request, you are extended further time should there be extenuating circumstances impacting the processing of the information. I can confidently say that you have been extended more than enough additional time to process this request. It is abhorrent that after 6 months, we are still without response from yourselves. It is inexcusable that we have had to chase you on many occasions, through many different formats and are still without response.

The undue stress you have caused our client as a result of your lack of service is appalling. We pride ourselves on providing outstanding customer service to our clients and that service is greatly supported by successful working relationships with third parties, such as yourselves. Your utter

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disregard for our customers rights has not only reflected astoundingly poorly on you but on us also. We have fallen below our standards of customer service in this matter, and it is unacceptable to us, that we are having to console our client and support them through an unnecessary stressful time as a direct result of your incapability to fulfil a basic expectation of customer service.

Therefore, I expect a response in relation to this complaint and our request as a matter of priority. We will be raising a formal complaint with the Information Commissioners Office if we do not receive a response from you by no later than 6th July 2021.

If you have any questions, please do not hesitate to contact us 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
The Claims Bureau

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8th January 2021

Customer Ref: 113718.001

Account Holder(s) of: Mr Rob Milton [31/03/1968]
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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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.

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Yours sincerely

Zoe Cleveland
The Claims Bureau

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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.

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Yours sincerely

Zoe Cleveland
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