



# MONEY AND ME SOLICITORS

Here for your financial justice

Unit 7, Olympic Park  
Olympic Way  
Warrington, Cheshire  
WA2 0YL.

Tel: 01925 859625

20/02/2023

Our Ref: PC/6858  
Your Ref:

Retirement Capital  
Office 12  
Venture Wales Building  
Mercer  
Tydfil  
CF48 4DR

Dear Sirs

**Miss Jacqueline Annis Rohan**  
**NI Number: NA549543C**

We are writing with regards to the above client.

We refer to the FSCS information request that was sent to you on 09/02/2023, that we are yet to receive a response to.

We would be grateful if you could respond with the information requested as soon as possible.

If you require any further information, please do not hesitate to contact us.

Yours sincerely

*David Miller*

**David Miller**  
**Director**

**Money and Me Solicitors** is a trading name of Money and Me Solicitors Limited which is authorised and regulated by the **Solicitors Regulation Authority** as a Licensed Body Alternative Business Structure (ABS) under **Authorisation number: 670274** and is also registered with the Information Commissioner's Office.

**Money and Me Solicitors Limited** is a company incorporated in England and Wales under the Companies Act 2006 and under **Company Registration number: 12552029**.

Registered Office: Unit 7, Olympic Park, Olympic Way, Warrington, Cheshire, WA2 0YL.  
Branch Office: Unit 75, Fountain Business Centre, Ellis Street, Coatbridge, ML5 3AA.



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Dear Sirs

**Miss Jacqueline Annis Rohan**  
**NI Number: NA549543C**

We are writing with regards to the above client.

Please find attached the FSCS information request.

We would be grateful if you could provide us with the requested information at your earliest convenience.

If you require any further information, please do not hesitate to contact us.

**Yours sincerely**

*David Miller*

**David Miller**  
**Director**

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Call  
0800 678 1100 (free)

Email  
claims@fscs.org.uk

Write  
PO Box 300  
Mitcheldean  
GL17 1DY

Visit  
www.fscs.org.uk

Retirement Capital  
Office 12  
Venture Wales building  
Mercer  
Tydfil  
CF48 4DR

 10 January 2023

Dear Sir or Madam

## We need some information from you

-  We're dealing with a claim from Miss Jacqueline Rohan about their Pension.
-  We need full, up-to-date details to consider their claim.

### The customer's details

Name: Miss Jacqueline Rohan






Date of birth: 4 December 1962

National Insurance (NI) number: NA549543C

Address: Cherrytree Cottage, Ingleby Arncliffe, NORTHALLERTON, North Yorkshire, DL6 3LN.

Previous address: 17 Thirsk Road, Yarm, Stockton on Tees, TS15 9HD

Where you are in the  
claims process

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

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 application forms and/or 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 along with their value (and where applicable,

the unit holding) of each.

- 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.
- 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 there's an overdrawn cash balance or a nil cash balance, please confirm if you have pursued the outstanding fees, or if you are due to pursue the outstanding fees from the customer. If yes, please confirm the date(s) and amount(s) of the outstanding fees you are to recover from the customer.
- A copy of the investment portfolio application form.
- The current fund and transfer values of the investment portfolio, including details of any penalties or charges that would apply upon transfer.
- For the investment portfolio within the policy please list the full history of any IFAs or servicing agents associated with the plan including dates, their address and SIB/FSA/FCA number.
- A full transaction history for the 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.

## 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-QH6V - so we know which claim the information belongs to.

When you send the information and documents, please confirm that you have given us everything you have for this customer. If you cannot provide all the information immediately, please send it when you can and let us know when you'll be able to send the rest. If you are unable to provide anything we have requested, also please let us know.

We may have to request information again if we don't receive it within a few weeks of the request. This could lead to delays to the claim.

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-QH6V. We'll be happy to help.

Yours faithfully,  
Customer Services Team