



Emily McAlister <emily@retirement.capital>

Transfer Pack - for comments

Georgina Martin <georginam@retirement.capital>

12 May 2022 at 14:41

To: Emily McAlister <emily@retirement.capital>

Cc: Esther Salmon <esther@retirement.capital>, gavin mccloskey <gavinm@retirement.capital>, Vikki Whitby <vikki@retirement.capital>

Hi All,

No objections to the pack, except that on some transfers we require personal bank statements to go with the last 3 payslip as evidence of salary being paid.

I have never sent an LOA on any of my transfers but there is certainly no harm to get it signed.

I'm not aware of any banking resolutions for MB clients, I can only assume we are going to use one in future.

Just as an additional information, please keep in mind that there is almost always a member questionnaire that is posted / emailed to the client once the ceding provider has reviewed the transfer forms received. I often complete these questionnaires for the clients so that they don't mess the transfer up by giving the wrong answers, although they do sometimes propose to do it themselves.

I will discuss the charging structure with Dave so that we are all on the same page.

We just have to plan for situations where the clients say "no" to regular updates and additional charges, where a call may be necessary for the transfer to be moved forward.

Also, if you want to include one free call I would do that in approx. 2 weeks from sending the forms. If we call 3 days after, all we can confirm is safe receipt. If we call in 2 weeks we have a chance to obtain some useful information i.e. member questionnaire posted but gone astray, which happens a lot.

Thanks

Gina

[Quoted text hidden]

--

Kind regards

Georgina

Retirement
.Capital



Web. <https://retirement.capital>

Phone: 0330 311 0088

Post Processing Center:
Office 12
Venture Wales Building
Pentrebach
Merthyr Tydfil
CF48 4DR

Head Office:
[18 Soho Square](#)
[London](#)
[W1D 3QL](#)

IMPORTANT - PLEASE NOTE The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error please contact the sender and destroy this email.