



Lisa Welton &lt;lisa@retirement.capital&gt;

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**Re: URGENT - HMRC screenshot**

1 message

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**Lisa Welton** <lisa@retirement.capital>

3 October 2023 at 09:35

To: Derek Abram &lt;derek\_abram@yahoo.co.uk&gt;

Cc: Veronica Walkman &lt;veronica@retirement.capital&gt;, Bryn Walker &lt;bryn@retirement.capital&gt;

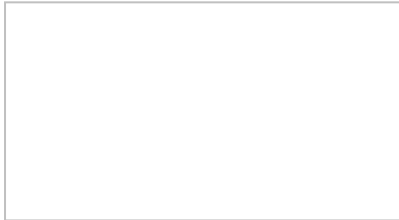
Good morning Derek,

There was a HMRC screenshot dated 29 June 2023 sent to them with the transfer pack on 10 July 2023 which you were copied in the email request.

It is very common that they will now possibly request various updated documents due to their own delays, this will possibly include updated payslips & bank statements again.. It might be worthwhile for you to be ahead of the game and supply these to them now before they delay any more time to review and request them later again.

Kind regards  
Lisa

My working hours are 8.00-14.00 Monday- Friday.



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On Mon, 2 Oct 2023 at 17:34, Derek Abram <derek\_abram@yahoo.co.uk> wrote:

Thanks for the swift response Veronica - appreciated. Now to get Scottish Widows to match that speed!!

On Monday, 2 October 2023 at 16:28:38 BST, Veronica Walkman <veronica@retirement.capital> wrote:

Hi Derek,

Please find a fresh HMRC screenshot attached as requested.

If you can keep up posted please and let us know should you need any assistance on this matter.

On Mon, 2 Oct 2023 at 18:18, Derek Abram <derek\_abram@yahoo.co.uk> wrote:

All,

Scottish Widows are saying they need a screenshot of the HMRC webpage showing our scheme is active and this must be within the last 3 months and they say that they haven't got a copy. Can you send me a new screenshot please as soon as poss and I will forward onto the specific Customer Complaints person dealing with my case?

Having taken so long processing my documents, it now appears there is a risk that the Scottish Widows Compliance Team may reject (for company policy reasons) my submitted documents as out of date - I've told them in no uncertain terms to disavow themselves of that thought!! I will keep you updated.

Best regards

Derek Abram

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All the best,  
Veronica Walkman



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**3 attachments**

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