



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

---

**Re: Scottish Widows [RI-3366171]**

1 message

**Veronica Walkman** <veronica@retirement.capital>

8 August 2023 at 14:49

To: Simon Pryce &lt;simon@skylightmedia.co.uk&gt;

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

Hi Lisa,

That's great and already something!

I am copying in Lisa so she is aware as well.

On Tue, 8 Aug 2023 at 14:35, Simon Pryce <[simon@skylightmedia.co.uk](mailto:simon@skylightmedia.co.uk)> wrote:

For your information, at least an acknowledgement...!

Si

----- Forwarded message -----

From: [supportme@scottishwidows.co.uk](mailto:supportme@scottishwidows.co.uk) <[supportme@scottishwidows.co.uk](mailto:supportme@scottishwidows.co.uk)>

Date: Tue, Aug 8, 2023 at 1:32 PM

Subject: Scottish Widows [RI-3366171]

To: [simon@skylightmedia.co.uk](mailto:simon@skylightmedia.co.uk) <[simon@skylightmedia.co.uk](mailto:simon@skylightmedia.co.uk)>**Classification: Public**

Good afternoon, Mr Pryce,

Thank you for your email to Scottish Widows.

I am afraid we are still not able to offer you a timescale regarding your requested transfer out.

I apologise for the delays and have raised a complaint on your behalf regarding the handling of your transfer out. The complaints team will be in touch within 3 working days to confirm they have received this complaint and with further information on the complaints process.

If you have any questions, please don't hesitate to contact us on 03457 556 557. Someone will be able to answer your call from 9am – 5pm Monday to Friday.

Need help? Chat to a member of our team online at [Login | Scottish Widows](#) We're available Monday to Friday, between 9am and 5pm.

Kind Regards,

**Niamh Daykin**

Workplace Pensions

**Insurance, Pensions and Investments Chief Operating Office (IP&ICOO)**T: 03457 556 557 | E: [supportme@scottishwidows.co.uk](mailto:supportme@scottishwidows.co.uk)A: Scottish Widows Limited, PO BOX 24171, [69 Morrison Street, Edinburgh, EH3 1HL](#)

Sending emails isn't secure, so there is a risk your personal information could be intercepted before it reaches us



This E-Mail is confidential. Unauthorised recipients must notify the sender immediately on 0131-655-6789 and must delete the original E-Mail without taking a copy. We virus scan and monitor all e-mails but are not responsible for any damage caused by a virus or alteration of our email by a third party after transmission. The E-Mail is not intended nor should it be taken to create any legal relations, contractual or otherwise.

Scottish Widows Limited is registered in England and Wales No. 3196171. Registered office in the United Kingdom at [25 Gresham Street, London EC2V 7HN](#). Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 181655. Scottish Widows Unit Trust Managers Limited, Co No. 1629925/Financial Services Register No. 122129, Registered Office at Charlton Place, Andover, Hampshire SP10 1RE and Scottish Widows Administration Services Limited, Co No. 1132760/Financial Services Register No. 139398, Registered Office at [25 Gresham Street, London, EC2V 7HN](#) are Registered in England and Wales. Both are authorised and regulated by the Financial Conduct Authority.

Scottish Widows Services Limited, Co No.SC189975 is registered in Scotland, Registered Office at [69 Morrison Street, Edinburgh, EH3 8YF](#)

\*\*\* WARNING : This message originates from the Internet \*\*\*

Skylight Media is working towards BS8555 Environmental Standard and we are a 'Carbon Neutral' company supporter. View our [Environmental Policy](#) and please don't print out this email unless you really need to; do your bit to save paper and resources!

**PLEASE NOTE**

The information contained within this e-mail and its attachments should be considered confidential and therefore prohibited from unauthorised use. The content and attachments herein are intended solely for the addressee, and access to this e-mail by anyone else is unauthorised. If you are not the intended recipient, any reproduction, dissemination, copying, disclosure, modification, distribution and/or publication is prohibited and may be deemed unlawful. As the Internet's security cannot be guaranteed, Skylight Media will not be held liable for any claims arising as a result of the use of this medium. The views expressed within this email and/or its attachments are not necessarily those expressed by Skylight Media, and therefore Skylight Media does not accept responsibility for their content.

Skylight Media Limited. Registered in England & Wales. Registered Number 05192351. Registered Office: [12 Poplars Court, Lenton Lane, Nottingham. NG7 2RR](#).

--  
All the best,  
Veronica Walkman



Web: <https://retirement.capital>

Phone: 0330 311 0088

Email: [veronica@retirement.capital](mailto:veronica@retirement.capital)

# Retirement .Capital



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

Any statement or advice given in this email or any other correspondence by Retirement Capital, its employees or consultants on any subject not covered by a signed terms of engagement is given without liability for any advice or mis-statement. This E-mail and any attachments to it are strictly confidential and intended solely for the addressee. It and they may contain information which is covered by professional or other privilege. If you are not the intended addressee, you must not disclose, forward, copy or take any action in reliance on this email or its attachments. If you have received this email in error, please notify the sender at [data@retirement.capital](mailto:data@retirement.capital) as soon as possible and delete this email immediately and destroy any hard copies of it.