

FriendsLife

Friends Life

PO Box 1550, Milford, Salisbury SP1 2TW
Telephone 0345 6029221 Fax 0345 6000624

PRIVATE AND CONFIDENTIAL

Mrs L Jones
Marchants Barn
Hurstpierpoint
Hassocks
BN6 9UZ

If you have any enquiries, please ring

0345 602 9221

or write to

Friends Life
PO Box 1550
Milford
Salisbury
SP1 2TW

11th October 2016

Scheme number : F46043/91676

Members name : Mrs Lisa Jones

Dear Mrs Jones,

We are writing to you with regards to your request to transfer your pension fund from Friends Life. Unfortunately we have not received all of our requirements to proceed with the transfer.

In order to protect our customers, when we are asked to process a transfer, we have a duty to undertake some due diligence about the receiving scheme, beyond simply determining whether the scheme is registered.

In order to fulfil these obligations we will require your new provider, to provide us with a letter of approval for their scheme which they will have been given from the HMRC, additionally we will require them to provide us with their trust deed.

If you have any queries regarding this letter, please don't hesitate to contact us on the details above.

Yours sincerely,



Customer Services