Mrs Lisa Jones

Marchants Barn

Little Park Farm

Marchants Close

Hurstpierpoint

Hassocs

West Sussex BN6 9UZ

Clare Neville-Dove

American Express UK Pension Plan

Administered by Conduent HR Services

Building 12, Unit D

Vantage Point Business Village

Mitcheldean

Gloucestershire GL17 0DD

07 February 2018

By 1st Class Recorded Post

Dear Clare,

**Elljess Investments Ltd Executive Pension Scheme – Mrs Lisa J Jones**

**Your Ref: Amex / 55802**

**National Insurance Number: NA373920B  
Date of Birth: 16 October 1962**

Further to your letter dated 22nd January 2018 to Registered Scheme Administrator, received 29th January 2018, I can confirm the following:

1. Registered Scheme Administrator wrote to American Express 13th December 2017, following your letter dated 6th December 2017, providing you with the HMRC registration details of the receiving scheme.
2. Registered Scheme Administrator wrote to American Express 30th January 2018, confirming that they had written to HMRC to rescinder their letter to you dated 19th September 2017.
3. Registered Scheme Administrator have chased HMRC on numerous occasions.
4. Registered Scheme Administrator verbally spoke to Sarah McKenzie from HMRC on the 6th February 2018, HMRC stated that they are not allowed to communicate with Registered Scheme Administrator with regards to this transfer. HMRC stated that it is American Express who must request in writing to HMRC to rescinder their letter to you dated 19th September 2017.

Please will you write to HMRC immediately requesting HMRC to rescinder their letter dated 19th September 2017. Please can you copy this letter to myself (my address above) and Registered Scheme Administrator, Vancouver House, 111 Hagley Road, Edgbaston, Birmingham B16 8LB. Please notify myself and Registered Scheme Administrator as soon as you receive a response from HMRC.

Please may this transfer be resolved as a matter of urgency. It is unacceptable that we have been chasing for months.

The transfer payment should be made by BACS to the following account details:-

**Name of Bank: AIB (Allied Irish Bank)**

**Account Name: Elljess Investments Ltd Executive Pension Scheme**

**Account Number: 04919088 / Sort Code: 23-83-96**

**IBAN – GB87AIBK23839604919088 / BIC – AIBKGB2L**

**Payment Reference: ELLJESSINVEST-AMEX**

I look forward to hearing from you at your earliest convenience.

Yours Sincerely

Mrs Lisa Jones