Dwipannita Roy

Friends Life Limited

PO Box 1550

Milford

Salisbury

SP1 2TW

By First Class Recorded Delivery

` 08 April 2015

Dear Dwipannita,

**Name: Mr Mark Noakes**

**National Insurance Number: NA244856D  
Date of Birth: 23 August 1963**

**Policy Number: 591069976**

I am writing to you in response to your letter dated 31 March 2015.

The FCA regulates firms undertaking what is known as a controlled activity. Within the scope of pension business generally, this includes holding client money, giving advice on the merits of a pension transfer to personal pension schemes, operating personal pension and stakeholder schemes, giving advice on investment of a certain kind.

At this time, the FCA does not regulate operating as a pension administrator - this falls within the new scope of HMRC.

We are registered with HMRC as a company service provider and also as a registered pension administrator. The HMRC can deregister a pension administrator if it feels that they are unsuitable to run a pension scheme.

We currently hold £1 million of insurance cover for each client in respect of pension administration business. I have enclosed a copy of our PII cover plus a copy of our HMRC MLA certificate. We do not hold the clients’ money, they do and they choose the investments suitable for them, subject to our validation that the investment can be held by their scheme.

In respect of the consumer credit register, we undertake commercial mortgage work - hence being registered with the FCA to do this.

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

**Name of Bank: Metro Bank**

**Account Name: IPM Facilities Retirement Benefits Scheme**

**Account Number: 15078887**

**Sort Code: 23-05-80**

We confirm that we are a co-signatory to above account and the Trustees are unable to move any funds without our authority. This therefore protects the fund completely against any risks of pension liberation.

If you require any further documentation to be completed in order that the transfer can be concluded, please advise me accordingly.

Thank you in advance of your assistance

Yours faithfully

Gina Reidy

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