

## Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

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Blind copy georgina@retirement.capital <georgina@retirement.capital> •

lisa@retirement.capital <lisa@retirement.capital>

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Good morning Clare,

I hope this email finds you well. I am writing to you because this morning I have called and spoken to Zohaib at Capita...He informs me that in your system the correspondence from HMRC in response to your letter has still not been received in the system there.

HMRC confirmed to us on 27th January they have sent the response to you by 2nd class post. This is now 2 weeks ago.

This is not ideal as all the correspondence you were sending was not reaching HMRC so the client got involved for this letter to finally get to them. Still Capita says they not receiving the mail back from HMRC.

HMRC advises they can not return the correspondence by email to you unless you specify this in the letter ( as per the below sentence in bold ) would need to be added into the letter. Would it be at all possible for you to add this sentence into the letter so it can be resent to HMRC for them to respond to you by email to fasten this process?

**'I have read and agree to the HMRC email protocol.'**

I wait to hear back from you at your earliest convenience.

Kind regards,  
Lisa Welton

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