



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

To Frost, Clare (Capita Experience Pension Solutions) <clare.frost@capita.com> Blind copy  
lisa@retirement.capital <lisa@retirement.capital> • Georinam@retirement.capital <georinam@retirement.capital>

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Good morning Clare,

Please see attached email from Lynn Robison at HMRC confirming they are not receiving your emails. Please can you check what contact details you have for them..

I have personally called in a few times in the past to give Lynn's direct email and she still doesn't receive any of your mail regarding Phillip Mason, Mason Family SSAS.

Kind regards  
Lisa Welton

RC Administration Limited

Phone: 0330 311 0839

1A Park Lane  
Poynton  
Cheshire  
SK12 1RD

Company Number: 12409200

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On 10/02/2023 15:43 Frost, Clare (Capita Experience Pension Solutions) <[clare.frost@capita.com](mailto:clare.frost@capita.com)> wrote:

**Classification:** Confidential

Hello

Thank you for your email.

I can confirm, we have not received a reply from HMRC. As I'm sure you appreciate, we cannot be held responsible for delays with the postal system,

However, I have emailed HMRC today ( again) asking that they forward their response to me via email, and I have included the wording suggested.

Kind regards  
Clare

**Clare Frost**

**Senior Pensions Administrator**



**Address:** Capita, PO Box 555, Stead House, Darlington, DL1 9YT

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**From:** [info@rcadministration.com](mailto:info@rcadministration.com) <[info@rcadministration.com](mailto:info@rcadministration.com)>  
**Sent:** 10 February 2023 10:59  
**To:** Frost, Clare (Capita Experience Pension Solutions) <[Clare.Frost@capita.com](mailto:Clare.Frost@capita.com)>  
**Cc:** [pcm1964@yahoo.com](mailto:pcm1964@yahoo.com)  
**Subject:** Phillip Mason - 0045288595 - Transfer Out - Baker Group Capita

**\*\*EXTERNAL\*\***

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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- 123-reg Webmail - Phillip Mason - 00452...pdf (156 KB)
  - image001.png (7 KB)