

**lynn.robinson@hmrc.gov.uk**

27/1/2023 16:13

## RE: Phillip Mason - 20006273RD Registration Status Enquiry

To [info@rcadministration.com](mailto:info@rcadministration.com)

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Hi Georgina

You're welcome and yes they need to say they want the response by email and they have to add that sentence otherwise we won't send by email

In the meantime we'll process the request as usual and issue the response by post

Kind regards

Lynn

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OFFICIAL

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**From:** [info@rcadministration.com](mailto:info@rcadministration.com) <[info@rcadministration.com](mailto:info@rcadministration.com)>

**Sent:** 27 January 2023 14:29

**To:** Robinson, Lynn (WMBC Assets, Incentives and Reliefs(AIR)) <[lynn.robinson@hmrc.gov.uk](mailto:lynn.robinson@hmrc.gov.uk)>

**Subject:** RE: Phillip Mason - 20006273RD Registration Status Enquiry

Hi Lynn,

Thanks so much for getting back to me so quickly.

If I understood correctly they would need to include a sentence in their letter saying:

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

If so, we could ask them to amend their letter, but given the experience we have had with them so far it may not be that easy to arrange.

I think it may be best to send the response by post for now and if we manage to get an amended letter we will send a copy to you.

Thanks again.

Kind regards  
Georgina

On 27/01/2023 14:01 [lynn.robinson@hmrc.gov.uk](mailto:lynn.robinson@hmrc.gov.uk) wrote:

Hi Georgina

I can get this sorted for you, but I can't respond to Capita unless they give us consent to respond by email

We've updated our guidance on transfers to say Administrators can ask for responses by email but they have to give consent first, see [Transfer a pension scheme member's savings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/transfer-a-pension-scheme-member-savings)

Thanks Lynn

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OFFICIAL

**From:** [info@rcadministration.com](mailto:info@rcadministration.com) <[info@rcadministration.com](mailto:info@rcadministration.com)>

**Sent:** 27 January 2023 13:25

**To:** Robinson, Lynn (WMBC Assets, Incentives and Reliefs(AIR)) <[lynn.robinson@hmrc.gov.uk](mailto:lynn.robinson@hmrc.gov.uk)>

**Subject:** Phillip Mason - 20006273RD Registration Status Enquiry

Hi Lynn,

I hope you are well.

I am aware that Lisa has been in touch a few times regarding Phillip Christopher Mason, NI Number: NE163968D, Mason Family Pension Scheme (20006273RD) and she told me you are still not able to locate the request submitted by Capita.

It has been an absolute struggle communicating this to Capita and making them understand that you do not have their request on your system and that the request needs to be re-sent.

The client had to get involved and obtained a copy of the attached letter which was posted to you on the 16th of December and must have gone astray.

Would you kindly respond to this letter? We have been given a contact email address which is [clare.frost@capita.com](mailto:clare.frost@capita.com). Is there any chance the response to go to them by email to Claire Frost rather than by post? We would like to avoid the letter getting lost in the post again if at all possible.

Thank you in advance for your help.

Kind regards  
Georgina

RC Administration Limited

Phone: 0330 311 0839

1A Park Lane  
Poynton  
Cheshire  
SK12 1RD

Company Number: 12409200

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Kind regards

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