

15<sup>th</sup> September 2015

The Trustees of the Matlock Ford Directors Pension Scheme  
Pension Practitioner  
Daws House  
33-35 Daws Lane  
London  
NW7 4SD

Call us  
Customer Contact Centre  
Freephone: 0808 171 2626

Open Mon – Fri 8.00am to 9.00pm

Email us  
[ask@omwealth.co.uk](mailto:ask@omwealth.co.uk)

Write to us  
Old Mutual Wealth  
Old Mutual House  
Portland Terrace  
Southampton  
SO14 7AY

Visit our website  
[www.oldmutualwealth.co.uk](http://www.oldmutualwealth.co.uk)

Dear Sirs,

Thank you for your request to withdraw money from your Collective Investment Account, which we received on 14<sup>th</sup> September 2015.

To make the payment to new bank details we ask for an official document which confirms the bank account details we are making payment to. We ask for an original or certified bank statement or voided cheque. As we have been unable to verify the bank details, we are unable to send a payment to them.

To avoid any delay, we processed your request and set the payment method as cheque, which will be sent on 22<sup>nd</sup> September 2015.

If you have any questions about this letter, or if you would like to discuss alternative payment options, please contact your financial adviser in the first instance or you can contact us using the details shown.

Yours sincerely



Leoni Kidd  
Customer Service Administrator  
Disinvestments

**Your details**

Account number: 100350490

**What to do next**

- Let us or your adviser know if you have any questions about this letter

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

Old Mutual Wealth provides you with access to its investment platform. Within this platform you can open an ISA and Collective Investment Account provided by Old Mutual Wealth Limited and a Collective Retirement Account and Collective Investment Bond provided by Old Mutual Wealth Life & Pensions Limited.

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