

Scottish Widows complaint : 18266669

\$Customer Services - Edinburgh <CustomerServicesEdinburgh@lloydsbanking.com>

Tue 3/26/2024 5:34 PM

To: info@rcadministration.com <info@rcadministration.com>;

Classification: Confidential

Good Afternoon Lisa,

Thanks for taking the time to send the below. We are happy to consider these losses. However, we would need evidence the policy holder did proceed and purchase the property, the price before and the price actually paid due the delay period caused by Scottish Widows (18 October 2023 to 20 November 2023).

Thanks

From: info@rcadministration.com <info@rcadministration.com>

Sent: Tuesday, March 26, 2024 10:47 AM

To: \$Customer Services - Edinburgh <CustomerServicesEdinburgh@lloydsbanking.com>

Cc: nicolarsteele@gmail.com

Subject: Ref: 18266669 (Nicola Steele)

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Please report suspicious emails *****

Good morning Lauren,

Your Ref: 18266669

Our Ref: Nicola Steele Pension

Please find here the details below of the financial disadvantage Nicola Steele suffered as a result of the delayed transfer.

- 1) Loss of rent on the property she was purchasing - 3 months x £550
- 2) The price of the property went up due to the time it took to purchase - £3500

£5150 Total

Kind regards

Lisa Welton

RC Administration Limited

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