



Your ref: **3301-30339-8**

Michelle Lunnon
Bespoke Pension Services Limited
Daws House
33-35 Daws Lane
London
NW7 4SD

15 July 2014

Dear Ms Lunnon

Plan Number: 084618ALAN
Member Name: Ms R Lanzoni

Flexible Transitions Account

Thank you your letter dated 21st May 2014 and enclosed paperwork.

For us to complete our routine checks can you please provide the following information:

- Investment Strategy
- Customer fact find.

Once we have received these we will pass them onto our technical team to complete their checks.

If you have any questions, please get in touch.

Yours sincerely

Rebecca Jones
Pension Servicing
LV= Retirement Solutions

We're here to help from **8.30am to 5.30pm** Monday to Friday.

Call us on: 0845 605 7891
Email us: inforce.claims@lv.com
Fax us : 0870 243 0092

LV=, Retirement Solutions, Keynes House, Tilehouse Street, Hitchin, Herts, SG5 2DX. Tel: 0800 783 7533 (For Textphone dial 18001 first).
Fax: 0845 610 1738. We may record and/or monitor your calls for training and audit purposes.

LV= is a registered trade mark of Liverpool Victoria Friendly Society Limited (LVFS) and a trading style of the Liverpool Victoria group of companies. The Liverpool Victoria group of companies includes: LVFS is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. NM Pensions Trustees Limited, (registered in England No. 4299742), authorised and regulated by the Financial Conduct Authority and LV Equity Release Limited, (registered in England No 1951289), authorised and regulated by the Financial Conduct Authority.

Registered address for all companies: County Gates, Bournemouth BH1 2NF. Telephone: (01202) 292333.