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13 OCT 2017

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Ms E Dane  
Cranfords  
48 Chorley New Road  
BOLTON  
BL1 4AP

12 October 2017

Dear Ms Dane

### Updating you on our investigation

The investigation promised in our email of 21 September 2017 has not yet been completed.

I will contact you again within the next 20 working days to share the results of my investigation.

### Here to help

If you've any questions, please call me on **0800 2600370**.

Yours sincerely

Mrs Hazel Green  
Customer Relations Manager  
Pension Service Complaints

### Any questions?

I can be contacted on:

**Tel: 0800 2600370**

**Fax: 01603 878 667**

**Email: [PENCOMP@aviva.com](mailto:PENCOMP@aviva.com)**

We're open 9am to 5pm Monday to Friday

*We may record or monitor your call*

Visit our web site at

**Aviva.co.uk**

### Aviva Reference Number

HLX/00088587

### Plan Number

SM93321438

### Plan Holder

Mr P B Beauchamp

### Your Reference