

Our ref: NW/43101

6 November 2017



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Private & Confidential

Ms E Dane
Cranfords
48 Chorley New Road
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BL1 4AP

RECEIVED
07 NOV 2017

Dear Ms Dane

Plan number: PP4 005801535
Plan holder: Mr P B Beauchamp

I refer to your telephone conversation with Philip Rutherford on 3 November 2017.

Your comments will be taken into consideration and a further response will be sent to you.

If you have any queries regarding your complaint, please contact us on 0808 171 2606 or by email to complaints@omwealth.com We will be responding to you as soon as possible.

Yours sincerely

Joanne Ward
Service Assurance Manager
Old Mutual Wealth