

Our ref:SB/43101

1 November 2017



Private & Confidential
Ms E Dane
Cranfords
48 Chorley New Road
Bolton
BL1 4AP

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Dear Ms Dane

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

I refer to the above client and the complaint raised regarding the transfer of benefits to the St Johns Abingdon Limited Pension Scheme.

My understanding of your complaint is that you are unhappy that we did not proceed with the transfer on the Origo system.

If you feel I have misunderstood or overlooked any aspect of your complaint please let me know as soon as possible.

As previously explained to you we will not be reopening the request on Origo. If all requests from Cranfords are in respect of transfers to a SSAS we would ask that you always submit your request in writing, supplying all the requested information for all cases. Due to the additional information required it is not possible to proceed through the Origo system for this type of transfer.

We have always required due diligence on transfers to a SSAS or pension schemes we are not familiar with regardless of whether the request is on Origo or not. If on occasions we have not completed due diligence, it would have been for a specific reason.

We do not rely on other companies to complete due diligence on our behalf and the pensions ombudsman has made it clear in their decisions that ceding schemes need to take due care when transferring to other schemes. They expect each ceding provider to carry out their own due diligence.

After reviewing the information on our records, this case was previously rejected in June by HM Revenue & Customs and we therefore sent letters confirming that we were not going to proceed with the transfer due to this. Today we have received another letter from HMRC confirming that certain conditions do not apply to the scheme therefore, they are unable to provide us with the confirmation we require to proceed with the transfer.

Confirmation letters to confirm the above will be sent out today to the member and scheme.

With regards to the above I am unable to uphold your complaint. If you wish for the transfer to proceed then we would suggest that you contact HMRC to clarify the reasons why they have not provided us with confirmation that need to complete our due diligence.

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I trust my response answers the points you have raised. Should you wish to raise any additional points for investigation, or feel we may be of further assistance, please contact me, 0808 171 2606 or email complaints@omwealth.com.

Yours sincerely

PP


Sara Brisdion
Customer Relationship Executive
Old Mutual Wealth