

Our ref: MJH/OST/101169317



17 September 2012

(PRIVATE & CONFIDENTIAL)
Pension Practitioner
Daws House
33-35 Daws Lane
London

NW7 4SD

Skandia House
Portland Terrace
Southampton SO14 7AY
United Kingdom
T +44 (0) 23 8033 4411
F +44 (0) 23 8022 0464
www.skandia.co.uk

Dear Sirs,

Scheme Name: T F S Cargo Serv Ltd Retirement Scheme

Further to my recent correspondence, please find enclosed the latest statement sent to us by British Gas. I am unsure how these found their way to us as our address is not on the correspondence.

Please arrange with British Gas to have your correspondence address added to all future bills and our name removed.

If you have any queries then please contact me on 02380 726857.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Matheu Harris", written over a horizontal line.

Matheu Harris
Skandia Life (Pensions Trustee) Ltd

Invoice No: 56946146/1
Billing Date: 18 August 2012

J

SKANDIA LIFE (PENSIONS TRUSTEE)
Unit 3 Olympia Trading Est
Great Jackson Street
Manchester
Lancashire
M15 4NP

Your electricity bill - including actual reads

Account activity

£827.53	Balance from your previous bill
£0.00	Payments received since your previous bill
£0.00	Credits since your previous bill
£0.00	Debits since your previous bill
£827.53	Balance before charges this period

Charges this period

£426.99	Electricity used (See over for consumption details)
£366.94	Standing charges
£793.93	Sub total
£39.70	VAT (See over for breakdown)
£833.63	Total charges this period

Your account balance is currently:

£1,661.16

Please pay by 28 August 2012.

Any questions?

Contact us:
britishgas.co.uk/business/support
or via email at:
eservice@britishgasbusiness.co.uk

Alternatively you can call our Small
Business Service Centre on:
0800 652 4040

Your account number:

A3345558

Site number:

1614361

This is a VAT invoice
VAT registration number 684 9667 62

How to pay

Direct Debit

The easiest way to pay.
To set up a Direct Debit,
please call us on the above
number.

BACS

Please quote your account
number when making a payment.
Sort Code: 40-05-30 Account
Number: 02206382. Please email
the remittance advice to
payments@centrica.co.uk
Alternatively, you can post to
British Gas, PO Box 254,
Camberley, Surrey, GU15 3WA.

Debit / Credit card

To pay by Debit or Credit
card, please call us on
0800 652 4040.

Cheques

Please make cheques
payable to "British Gas",
and write your account
number on the back. Post
cheques with the giro slip to
British Gas, PO Box 254,
Camberley, Surrey, GU15
3YH.

Site address: U 3 Olympia Trading Estate, Great Jackson Street, Manchester, Lancashire, M15 4NP

Full details of electricity used

S	03	801	131
	16	1000	0090 739

Previous account activity

Balance from your previous bill	£827.53
Total payments	£0.00
Total credits	£0.00
Total debits	£0.00
Balance before charges this period	£827.53

Electricity used

A = Actual E = Estimate

Meter ID	Rate type	Previous read			Current read			Units	Meter multiplier	kWh
		Date	Read	Type	Date	Read	Type			
K97M03815	Day Units	31/03/11	279099.0	E	29/12/11	280824.0	E	1725.0	1.00	1725
K97M03815	Day Units	29/12/11	280824.0	E	28/02/12	281209.0	E	385.0	1.00	385
K97M03815	Day Units	28/02/12	281209.0	E	01/04/12	281417.0	E	208.0	1.00	208
K97M03815	Day Units	01/04/12	281417.0	E	11/06/12	281866.0	A	449.0	1.00	449
Total consumption										2767

Charges this period

	Date from	Date to	Quantity	Rate	
Day Units	31/03/11	29/12/11	1725 kWh	11.670 pence	£201.31
Day Units	29/12/11	28/02/12	385 kWh	20.940 pence	£80.62
Day Units	28/02/12	01/04/12	208 kWh	20.030 pence	£41.66
Day Units	01/04/12	11/06/12	449 kWh	23.030 pence	£103.40
Total electricity charges					£426.99
Standing Charge	01/04/11	28/12/11	272 days	64.990 pence	£176.77
Standing Charge	29/12/11	27/02/12	61 days	90.000 pence	£54.90
Standing Charge	28/02/12	31/03/12	33 days	90.000 pence	£29.70
Standing Charge	01/04/12	11/07/12	102 days	103.500 pence	£105.57
Total Standing Charge					£366.94
Sub total excluding VAT					£793.93

Continued over ...

For more information about how your bill is calculated and to see our bill FAQ's, please visit our website at britishgas.co.uk/business/manageaccount

What to do if you have a complaint:

Step 1 Please call us on 0800 2940015. We will do all we can to resolve your issue straight away.

Step 2 If you remain dissatisfied, please contact our Director of Customer Service either by emailing rachel.vincent@britishgas.co.uk or by writing to: Rachel Vincent, Complaints, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

If you are a micro business and have followed steps 1 and 2, and your complaint is still unresolved at 8 weeks you have a right to contact Ombudsman Services. Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.os-energy.org. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. <They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award > Their final decision is binding on the energy supplier, not you as the customer or complainant. Further advice and information about our complaints procedure and the definition of a micro-business is available on our website at www.britishgas.co.uk/business/complaints

Calls to British Gas may be monitored for quality assurance and compliance purposes.

British Gas is a trading name of British Gas Trading Limited a Centrica company. Registered in England No. 3078711. Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

In case of emergency or loss of supply contact:

NORWEB on 0800 195 4141 or at United Utilities, Customer Relations, Windermere House Lingfield Way, Business Park, Lingfield Green Avenue, Great Sankey, Warrington, WA5 3LP

Moving premises?

Let us know
0800 652 4040

PAYMENT SLIP

VAT summary

£793.93 at 5%	£39.70
Total VAT	£39.70
Total charges this period	£833.63
Balance outstanding	£1,661.16

The Direct Debit Guarantee

This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The Efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change, British Gas will notify you 10 working days in advance of your account being debited or as otherwise agreed.

If an error is made by British Gas or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You may cancel a Direct Debit at any time in writing to your Bank or Building Society. Please also send a copy of your letter to us.

Instruction to your Bank or Building Society to pay Direct Debits

British Gas

Please fill in the whole form and send it to:
British Gas, 1600 Parkway Court, Oxford Business Park South,
Garsington Road, Oxford OX4 2JY

1. Name and full postal address of your Bank or Building Society branch

To: The Manager
Bank or Building Society
Address
Postcode

2. Names(s) of account holder(s)

3. Branch sort code (top right corner of

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4. Bank or Building Society account number

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5. Reference number

3345558

6. Instruction to your Bank or Building Society

Please pay British Gas, Direct Debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee. I understand that this instructions may remain with British Gas Trading Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signatures

Date	/	/
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Banks and Building Societies may not accept Direct Debit Instructions for some types of account

British Gas, 1600 PARKWAY COURT, OXFORD BUSINESS PARK SOUTH, GARSINGTON ROAD, OXFORD, OX4 2JY
MAIN OFFICE 01865 - 406406. CUSTOMER SERVICES 0800 - 6524040, FAX 01865 - 711695
REGISTERED OFFICE: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5JD REGISTERED No:3078711