17/05/18: Spoke to Helen Fisher – 01701504685

Prudential have not received an LOA from us or a request from the Trustee to transfer out.

M074068 is an Investment only policy and the funds can not be transferred out to a pension plan. This is an asset of another scheme and the Trustee can request to move funds to their personal account.

They do not hold a letter of authority on file for Pension Practitioner and there have been no notes on this file since 2016.

Helen could not give me anymore information and suggested the Trustee call Prudential if they have any queries.