



Info support <info@registeredSchemeadministrator.com>

Dresdner Kleinwort Pension Plan - Automatic Response

1 message

Dresdner Kleinwort Pensions Helpline <dkpensionhelpline@willistowerswatson.com>

28 September 2017 at 15:15

To: Info support <info@registeredSchemeadministrator.com>

Thank you for contacting the Dresdner Kleinwort Pension Plan.

Please accept this reply as acknowledgement of your email. You should receive a response within 10 to 15 working days depending on the nature of your query.

If you have any urgent queries, please contact the helpline on 0845 601 6298. This helpline is manned between the hours of 9am – 5pm Monday to Friday (excluding bank holidays); however during busy periods we may not be able to answer your call immediately. If your call is not answered, please leave a message with your name, contact number and a brief outline of your query and a member of the team will call you back as soon as possible.

Please note that we will only be able to respond directly to your request if certain security requirements are met. This is for the protection of Plan members and will apply under most circumstances. If you are contacting us on behalf of a member of the Plan, you will be required to provide a letter of authority addressed to the Dresdner Kleinwort Pension Plan signed and dated by the member within six months of our receipt, and confirming the required security details. For all queries where we are required to release information, we will require the following security information;

- Date of birth
- National Insurance number
- Address as held on our records.

If you are unable to provide one of the above details, then we will require the following;

- Plan reference number
- Service dates within the Plan/Company

If you have already sent us a query or request and have not provided these details, please send a further email or letter of authority, from the same email address as your query, confirming the above. If you are a member and are uncomfortable releasing this information via email, please call the helpline and speak to a member of the team directly to confirm your security details.

Kind regards

Dresdner Kleinwort Pension Plan

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