

Cranfords Trustees Limited  
International House  
Constance Street  
London  
England  
E16 2DQ

Ref:119732.1

28/09/2020

Dear Sirs,

We have received correspondence from the FSCS advising that they have written to yourselves to request further information regarding our client's policy however, to date, they have not received a response.

Please find attached a copy of the FSCS information request outlining the information they require.

We would be grateful if you could provide the FSCS with this information at your earliest convenience. Alternatively, please forward the information directly to us at [datagathering@apjsolicitors.co.uk](mailto:datagathering@apjsolicitors.co.uk) and we will arrange for this to be provided to the FSCS.

If you require any further information please do not hesitate to contact our offices on 0800 028 9791

**Anthony Philip James and Co Ltd**  
Solicitors SRA 629443

- FSCS reference PB22-L8TS  
Please quote our reference when contacting us  
Representative reference 119732.1



Miss N Gauci  
By email

Call  
0800 678 1100 (free)  
Email  
[www.fscs.org.uk/contact-us](http://www.fscs.org.uk/contact-us)  
Write  
PO Box 300  
Mitcheldean  
GL17 1DY  
Visit  
[fscs.org.uk](http://fscs.org.uk)

• 17 September 2020

Dear Miss Gauci

## We'll soon stop working on your claim against Bank House Investment Management Limited (the Firm)

- We haven't received a response to our requests for information
- We'll no longer actively chase any outstanding information and your claim will become inactive **01 October 2020**

We've tried to get the missing information on your claim. We have exhausted the contact Cranfords aren't responding to our requests. As we haven't received the information required to assess the case in 7 weeks since our first letter your claim will become inactive on **01 October 2020**

If we receive the information we still need, listed below, before **01 October 2020**, we'll continue working on your claim. If the customer holds the information needed or another point of contact to obtain the information please provide.

We've requested the following from Cranfords:

- Please provide details of all members and trustees of the SSAS
- Please provide a copy of the SSAS trust deed and any deeds of amendment (e.g. for changes to trustees or members)
- Please confirm whether all assets held within the SSAS are owned equally between all members or what the split of ownership is. If specific assets are earmarked for particular members, please provide details
- Full IFA/servicing agent history with dates, including their address and SIB/FSA/FCA number
- A copy of the original policy application form
- A copy of the application forms for each investment purchased within the

policy

- Confirmation of the original advising agent for each of the investments purchased within the policy
- A full transaction history from inception to present showing all transfers in and out, contributions, investments and disinvestments, charges, income payments and distributions, withdrawals and in-specie transfers
- The current fund and transfer values, and details of any penalty that would apply upon transfer
- A schedule showing the assets currently held within the policy along with their value (and where applicable, the unitholding) of each
- Details of any administration fees or charges applicable upon transfer
- If the plan has been transferred to another provider, please provide details of the value and date of the transfer, as well as the name of the receiving provider (if any assets were transferred in-specie, please provide details)
- Please confirm the charging structure applicable to the policy
- The name, address and financial services regulator number of the firm that originally sold the policy.

But don't worry, if you can't get the information to us until after **01 October 2020**, we can start working on your claim again then.

### Any questions?

If you have any questions, please contact us using the details at the top of this letter.

Yours sincerely

Customer service team