

Data Processing Centre  
Retirement.Capital  
Venture Wales Building  
Merthyr Tydfil Industrial Business Park  
Merthyr Tydfil  
Wales  
CF48 4DR

Your ref:                   NSFM/TFMS/WHI01604/00001  
Our ref:                   Financial Mis-Selling Team  
Please ask for:           18 August 2022  
Date:                   029 2267 5700  
Direct Line:           Financial.Mis-Selling@hughjames.com  
Email:

Dear Sirs,

**Our client: Mr Gary Whitesides**  
**Address: 8 Cricketers Close, Fakenham, NR21 8GZ**  
**Date of birth: 13 April 1960**

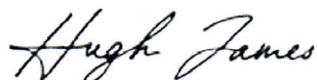
We act on behalf of the above named.

It is our understanding that the Financial Services Compensation Scheme (hereinafter referred to as the FSCS) has contacted you to request further information regarding our client. The enclosed letter dated 19 April 2022 details the information that has been requested from you.

Please note that continued failure to respond, risks prejudicing our clients claim which could ultimately lead to closure. You are obligated to liase with the FSCS in a co-operative manner which you have failed to do so.

We would be obliged if you could respond to the FSCS, with the requested information, as a matter of urgency.

Yours faithfully,



**Hugh James**

*Enclosures*

• FSCS reference S-1004144  
Please quote our reference when contacting us



Financial Services  
Compensation Scheme

HUGH JAMES  
By email

Call  
0800 678 1100 (free)

Email  
claims@fscs.org.uk

Write  
PO Box 300  
Mitcheldean  
GL17 1DY

Visit  
fscs.org.uk

• 19 April 2022

Dear Sirs

## We'll soon stop working on Mr Whitesides' claim against Ron Treherne IFA Limited (the Firm)

- We haven't received a response to our further requests for information from Mr Whitesides' SSAS administrator.
- We'll no longer actively chase any outstanding information and this claim will become inactive on 3 May 2022.

We've tried more than three times since November 2021 to get the missing information on this claim, from two different contacts for the SSAS – both Cranfords and Retirement Capital. As we've received no reply in five months, this claim will become inactive on 3 May 2022 if we don't receive this information.

If we receive the information we still need, listed below, before 3 May 2022, we'll continue our working on the claim:

- The full history of any IFAs associated with the plan including dates, their address and their SIB/FSA/FCA number - specifically confirmation of who sold the plan and any investments held.
- A schedule showing the assets currently held within the SIPP along with their value (and where applicable, the unit-holding) of each.
- The full transaction history from the start of the plan to today - 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, including details of any penalties or charges that would apply 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).
- Full schedule of fees applicable to this policy.

For the investment portfolio within the SSAS, we need the following:

- The full history of any IFAs or servicing agents associated with the plan including dates, their address and SIB/FSA/FCA number for the investment portfolio.
- A copy of the investment portfolio application form.
- A full transaction history for the investment portfolio from the start of the plan to today 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, including details of any penalties or charges that would apply upon transfer.

### Next steps

If you can contact the SSAS provider and ask them to send us the documents we've requested, that would help us to complete the claim sooner. If you have any of these documents yourself, then please send them to us. If we don't receive the documents and the claim is made inactive, don't worry, we can start working on your claim again when we do receive them.

### Any questions?

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

Yours faithfully

Customer service team