

Registered Scheme Administrator Ltd
Venture Wales
Pentrebach
Merthyr Tydfil
CF48 4DR

12th December 2023

Dear Sir

Re: Complaint - Beynons Dental Pension Scheme SSAS

We wish to make an official complaint to Registered Scheme Administrator Ltd on behalf of our clients, James & Elizabeth Beynon.

Registered Scheme Administrator Ltd (RSA Ltd) have failed to provide basic information on the scheme, despite repeated requests, in order for our clients to transfer out of the SSAS.

The first letter of authority request was sent to RSA Ltd on 30th January 2023. There was no response to this letter. This was forwarded to Stratford Collins (the previous IFA on the scheme).

We received a hand-written response from Stratford Collins on 27th March 2023. This did not provide key information on the SSAS charges or discharge forms in order to transfer the scheme out.

We wrote to RSA Ltd on 11th October 2023 requesting discharge forms and received no response. When we then contacted Adrian Shakespeare (Stratford Collins) on 23rd November 2023 we then received an email response on 29th November 2023. This email response solely asked for details in order to transfer the scheme which cannot be done until we receive discharge forms, exit charges and the balances held in each members names.

Despite taking an annual management fee, RSA Ltd have failed to co-operate in the process of selling down investments into cash. This has meant the client has to do this themselves, pooling the majority of funds into the SSAS Metro Bank account and caused unnecessary inconvenience.

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We now make a final request for discharge forms , exit charges and the balances held in each members names to be provided in order for them to transfer out of the scheme in a timely manner.

Yours faithfully



Chris Woods
Director

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