RE: Preserved Pension at Age 60

De: DBS-CSC-BPO-Pensions-7 (DBS-CSC-BPO-Pensions-7@dbspv.mod.uk)

Para: ian.mcinnes@yahoo.com.mx

Fecha: martes, 1 de marzo de 2016 1:08 GMT-6

Dear Mr McInnes

Apologies for the late response.

I have spoken directly with Paymaster and passed on your email address, informed them of your circumstances and asked them to contact you directly to sort out your payment issues.

I also asked to be kept informed if they have any problems that I may be able to assist them with in order that you receive your money. I spoke to the back office staff who are directly responsible for the administration of the pensions and I will speak to them today to ascertain where they are in terms of finding a resolution to your case.

Yours sincerely

Kenny Blair
CSC BPO Pension Assessments Desk Officer
Military Personnel & Veterans UK
Defence Business Services

MP 480, Kentigern House, 65 Brown St, Glasgow, G2 8EX

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From: Ian McInnes [mailto:ian.mcinnes@yahoo.com.mx]
Sent: 29 February 2016 22:32
To: DBS-CSC-BPO-Pensions-7
Subject: Re: Preserved Pension at Age 60

Dear Mr Blair

Thank you for the very prompt initial response to my previous email. I have received nothing further since, either from you, or from Equiniti Paymaster. I hope that you will be able to obtain some useful information from them, although I fear that they must be coerced in order to achieve a satisfactory resolution to this case.

I have made some significant updates to the website that I am developing on this matter, including a set of charges against Equiniti Paymaster. The URL is the same:

http://www.vivazamora.mx/ArmyPensionFiasco

I hope you will read this, and any comments or further information would be very welcome.

Yours sincerely,

Ian McInnes.

De: DBS-CSC-BPO-Pensions-7 <DBS-CSC-BPO-Pensions-7@dbspv.mod.uk>
Para: 'Ian McInnes' <ian.mcinnes@yahoo.com.mx>
Enviado: Martes, 23 de febrero, 2016 1:12:06
Asunto: Preserved Pension at Age 60

Dear Mr McInnes

I will speak to one of the team leaders at Paymaster to find out exactly what is going on with your case and I will pass on your e-mail address and ask if they could liaise with you directly in order that you can get your pension and terminal benefits paid.

Once I get some information from them, I will contact you again. Hopefully it will be later today.

Yours sincerely

Kenny Blair
CSC BPO Pension Assessments Desk Officer
Military Personnel & Veterans UK
Defence Business Services

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From: Ian McInnes [mailto:ian.mcinnes@yahoo.com.mx]
Sent: 22 February 2016 17:59
To: DBS-CSC-BPO-Pensions-7
Subject: Re: Preserved Pension at Age 60

Dear Mr Blair

After pursuing my application with Equiniti Paymaster since the 22nd December 2015, I have still received neither payment, nor any proper explanation from them. They are clearly refusing to make payment for no good reason, since they could have done so many weeks ago with the details I supplied at the outset.

Their lack of response means that I cannot be sure why they continue to refuse payment, but it appears to centre on their defective overseas payment mandate form; in particular a spurious 3-digit Bank Code that they insist is required. The last information I had from them was that my form had been rejected due to non supply of this value.

I am reverting to you since, due to the conduct of Equiniti Paymaster, constructive dialog with them is no longer viable. And I would hope that Veterans UK would be concerned about the quality of service that Equiniti Paymaster provides on its behalf, and be in a position to act on its shortcomings.

As a result of their nonpayment, I have already had to liquidate assets to my cost in order to meet my everyday needs. Since I can now have little expectation of receiving payment from this company without a lengthy battle, I am in the process of liquidating further funds to my further financial detriment. My only remaining hope of avoiding this is that you at Veterans UK will escalate this matter as appropriate in order to bring pressure to bear on those responsible.

Rather than go into more details here, I am developing a website to promulgate this fiasco and provide the documentation that I will need in pursuing my case. Please read this page: http://www.vivazamora.mx/ArmyPensionFiasco.

Army Pension Fiasco

Complaint against Equiniti Paymaster

Ver en **www.vivazamora.mx** Vista previa por Yahoo

I am sure you would agree that Equiniti Paymaster´s handling of my application is unacceptable by any standards. Personally, I am outraged by the contemptuous treatment that I have received at their hands, and will certainly be seeking a significant sum in compensation.

If you need any more information or other help to advance this matter, please do not hesitate to email me.

Yours sincerely,

Ian McInnes.

De: DBS-CSC-BPO-Pensions-7 <DBS-CSC-BPO-Pensions-7@dbspv.mod.uk>
Para: "'ian.mcinnes@yahoo.com.mx'" <ian.mcinnes@yahoo.com.mx>
Enviado: Lunes, 14 de diciembre, 2015 7:14:16
Asunto: Preserved Pension at Age 60

Dear Mr McInnes

Thank you for your recent contact regarding your pension payable at age 60.

An award letter similar to the one that I have copied onto this e-mail was sent at the time that your award was processed but apparently it has not arrived.

I have spoken to Equiniti Paymaster, who are responsible for the payment of your terminal grant and monthly pension, and they are going to be sending you an overseas payment mandate in order that you can get your payments into your account.

If you have any questions please reply by email.

Yours sincerely

Kenny Blair
CSC BPO Pension Assessments Desk Officer
Military Personnel & Veterans UK
Defence Business Services

MP 480, Kentigern House, 65 Brown St, Glasgow, G2 8EX

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