

Re: Preserved Pension at Age 60

De: Ian McInnes (ian.mcinnnes@yahoo.com.mx)

Para: DBS-CSC-BPO-Pensions-7@dbspv.mod.uk

Fecha: domingo, 13 de marzo de 2016 18:55 GMT-6

Dear Mr. Blair,

I appreciate your efforts to liaise with Equiniti Paymaster on my behalf to resolve the issues of their nonpayment and unresponsiveness. But unfortunately they have not borne fruit, as yet again I have received neither email from them nor payment.

I am no longer surprised by the continuing total unconcern of Equiniti Paymaster. I think it has become very clear by now that this company simply refuses to accept any responsibility for the (at best) negligence involved the production and processing of its payment mandate. It appears to believe that by continued stonewalling it can avoid having to acknowledge any fault and evade its obligations, with the pensioner coming off second-best.

That this company appears to be able to act with impunity should be deeply disturbing, especially as its negligence and despicable conduct can result in people being denied their pensions. Furthermore, it seems that the cavalier attitude of Equiniti Paymaster applies not only to the pensioner, but also to the organisations who contract it, such as Veterans UK. Yet surely the Terms of Reference that Equiniti Paymaster operates under in its contract with the client should give the latter (in this case Veterans UK) the upper hand?

It seems to me that the only way to get Equiniti Paymaster to fulfil its obligations is to issue legal proceedings against it. Apart from resolving my particular case, surely justice and the duty to prevent other people being denied their pensions require this? With the lengthy catalogue of provable negligence and misconduct on the part of Equiniti Paymaster, their position can have no merit. A successful outcome should involve not only significant compensation for those affected, but additional and substantial punitive damages to be awarded against Equiniti Paymaster to deter further misconduct by them and thus avert consequent misery for others.

On a more general point, I fail to understand why organisations such as Veterans UK need to contract Equiniti Paymaster, since anyone can draw cheques and make funds transfers. And people who live overseas don't need Equiniti Paymaster's "overseas banking team" to tell them what is needed to transfer funds to their bank accounts: I personally could have managed adequately without their determination that the requirement is a 3-digit Bank Code plus an Account Number of up to 34 (sic) digits, when everybody else (including the Bank of Mexico) seems to believe that this a single 18-digit CLABE. I am sure that personnel within Veterans UK could carry out these services vastly more competently and efficiently in-house, without the problems of having to deal with this worthless outfit (at least in my case, Equiniti Paymaster has shown itself to be of considerably less utility than a chocolate fireguard).

Finally, I have a specific matter which I would be grateful if you could clear up for me. I sent the completed AFPS Form 8 on 5th October 2015, and the completed Payment Mandate just three days later on 8th October. These were both by sent by registered post, with a quoted

delivery time of 12-20 days. Clearly the AFPS Form 8 was received within this time span, as my Award Letter is dated 26th October. And yet Equiniti Paymaster claimed that they had still not received the mandate by 22nd December. As instructed, I sent this to a department named "Process Team" within Veterans UK; presumably this was for your authorisation before forwarding it for processing by Equiniti Paymaster. It would be very helpful if you could confirm whether or not you received this mandate; and if so, when and by what means it was transferred to Equiniti Paymaster.

Thank you for your continued help in this serious matter,
Ian McInnes.

De: DBS-CSC-BPO-Pensions-7 <DBS-CSC-BPO-Pensions-7@dbspv.mod.uk>
Para: 'Ian McInnes' <ian.mcinnnes@yahoo.com.mx>
Enviado: Jueves, 3 de marzo, 2016 4:58:41
Asunto: Preserved Pension at Age 60

Dear Mr McInnes

Equiniti Paymaster will be contacting you directly to resolve your case issues as it is their mandate that is causing the issues with the payment of your pension.

If you are still experiencing problems, please let me know and I will try to assist you further.

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.mcinnnes@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.mcinnnes@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

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

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From: Ian McInnes [<mailto:ian.mcinnnes@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.mcinnnes@yahoo.com.mx'" <ian.mcinnnes@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

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