

Subject: pension requirement list
From: "Okafor, Emmanuel" <Emmanuel.Okafor@scottishwidows.co.uk>
Date: Fri, 1 Jul 2016 09:54:37 +0100
To: "lan.mcinnnes@yahoo.com.mx" <lan.mcinnnes@yahoo.com.mx>

[Reply Securely](#)

[cid:image001.png@01D1D37E.8503BDD0]

Mr I C McInnes
Clavel 322
Col Palo Alto
Zamora CP59618 Michoacan
MEXICO
OS

30th June 2016

Dear Mr McInnes,

Policy Number: P56879Q

Thank you for your recent encashment request for the above pension policy

As part of the processing of your request, Scottish Widows are required under UK legislation to verify your identity(ies). I can confirm that we have received the identity and verification documents which you sent in to us by email however we are unable to accept photocopies or scanned documents. Could you please send us the original certified copies of the identification and verification documents by post. We have tried phoning you several times to discuss without success.

Please send the documents as soon as possible to enable settle your claim. If we do not receive this information we may not be able to action your request and it is likely to delay payment.

If you have any queries or need any more information, please call our Customer Helpline on 0845 300 44 55 (Overseas +44 131 655 6000) and we will be happy to help you.

[cid:[image002.gif@01D1D37E.8503BDD0](#)]

Jackie Matthews
Customer Services Manager

From: Awan, Ehtsham
Sent: 30 June 2016 15:39
To: Okafor, Emmanuel
Subject: pension AML Reqts List.doc

lan.mcinnis@yahoo.com.mx

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