

Scottish Widows complaint PO-14071

De: Jane Stephens (Jane.Stephens@pensions-ombudsman.org.uk)

Para: ian.mcinnnes@yahoo.com.mx

Fecha: lunes, 5 de noviembre de 2018 9:32 GMT-6

Dear Mr McInnes

I am currently reviewing the papers in relation to your complaint and see that the last correspondence we received from you was in November 2017. Please accept my sincere apologies for the delay in contacting you. In November 2017 Scottish Widows wrote to this office and advised as follows:

"If we have confirmation from Mr McInnes that he does not have a current Mexican passport, we can try the 'Financial Exclusion' route.

Of course, if he does have a passport, this will resolve things and would suffice for Name verification.

If not though, in situations where we have insufficient or no documentation to satisfy the primary list, we can consider a letter of introduction from the final financial exclusion list. The following are letters that may be accepted as verification in the limited circumstances described (not all will be relevant to Mr McInnes of course):

- Letter from UK Forces base commander: to verify members of armed forces address only.
- Letter from University/college or school: to verify address of student or pupil only.
- Letter from Matron of a Nursing Home: to verify address of an elderly resident of home only.
- Home Office Letter granting exceptional leave to remain in the UK: verifies identity only.
- Home Office letter confirming refugee status: verifies identity and address of refugee.

- A letter of introduction from a person of responsibility confirming both name & address of the customer. The person of responsibility must be from the following list:

Doctor, solicitor, barrister, accountant, councillor, civil servant, staff in the registry of a higher education facility, minister of religion, teacher, midwife/district nurse who has visited at home, hostel manager, social worker, armed services officer (active), UK forces base commander, care home managers, prison governors, probation officers, police officers, Members of parliament, Members of the Scottish Parliament or the Northern Ireland Assembly, a Justice of the Peace.
The letter of introduction must include the customer's name and address and in most cases the introducer must confirm that they have known the customer for at least 12 months.

Once received, Verification will still be required to examine the documentation and determine suitability. They may also need to translate any foreign correspondence but have the means to do so, if required.

In terms of how we can receive the documentation, this will still need to be decided depending on what is being sent to us. I'd therefore recommend we are informed once Mr McInnes believes he is in a position to obtain this information so that we can confirm what method of receipt will be acceptable."

I am unclear from our papers whether this email was forwarded to you. I understand however from Scottish Widows that they have not heard further from you and your policies are yet to be settled so I am assuming it was not for which I apologise. Please can you confirm whether you have a current Mexican passport and, if not, whether you are able to provide one of the letters listed above in order that the Name verification can be progressed and the policies settled?

Yours sincerely

Jane Stephens | Casework Manager | 020 7630 2225

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