

## **Encashment of Policies P56879Q, N80803X**

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- [Ian McInnes <ian.mcinnnes@yahoo.com.mx>](mailto:ian.mcinnnes@yahoo.com.mx)
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- mayo 21 a las 5:13 P.M.

Para

- [ipc.aftersales@scottishwidows.co.uk](mailto:ipc.aftersales@scottishwidows.co.uk)
- [Paul.Wright@scottishwidows.co.uk](mailto:Paul.Wright@scottishwidows.co.uk)

### **Texto del mensaje**

I arranged by telephone on 5th April 2016 to fully encash the above policies. This telephone call lasted in total about an hour and a half. It was followed by a telephone appointment on 14th April 2016, and a request for documents to verify my identification, date of birth and address. I supplied the required information (including 8 documents, 3 of which are certified) in an email of 11th April 2016. I also received the telephone call on 14th April (which turned out to be only in connection with the remaining policy 7410049, which I had previously stated I wished to retain - during this time I tried to establish that processing of the encashment of the other two policies was in hand).

Despite this, I have received no payment, nor any indication as to why. In my case, verification should be straightforward, especially since you have previously made payment to the bank account to which the payment is to be made (OEIC 11215134 and Mortgage Plan K168358K).

I trust you will remedy this promptly, and I hope to receive the transfer without further delay.

Regards,

Ian McInnes.