

## **pension**

- [Boyne, Alex <Alex.Boyne@scottishwidows.co.uk>](mailto:Alex.Boyne@scottishwidows.co.uk)
- ago 1 a las 10:10 A.M.

Para

- [ian.mcinnis@yahoo.com.mx](mailto:ian.mcinnis@yahoo.com.mx)

## **Texto del mensaje**

Policy no. P56879Q

Dear Mr McInnes,

Thank you for your correspondence dated 10 July 2016.

In order to proceed with the encashment of the above policy we require to see original or certified copies of your proof of identity.

I realise there have been various issues providing this and apologise for any inconvenience caused.

We cannot accept copies sent from private email accounts, however if you could arrange for a certified copy of your Identity Card to be emailed

by the HSBC branch you have supplied the address for we would be able to accept this as verified proof.

Please advise the branch to include in their email:

The name and staff number of the person verifying the ID  
The branch address and contact details  
Any specific wiring instructions to ensure payment reach you  
Confirmation that you are the account holder.

Alternatively if the branch cannot facilitate this please send by courier the original or certified copies

Alex A Boyne / Pensions Administrator/ Heritage Pensions / Insurance  
Customer Delivery / Group Operations  
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