

Scottish Widows Limited
PO Box 28091
15 Dalkeith Road
Edinburgh
EH16 5XZ

Telephone: 0345 3004455
(Local Rate)
Overseas: +44 131 655 6000
Facsimile: 0345 716 6755
Textphone: 0345 300 2051

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



Jackie Matthews
Customer Services Manager