

RE: Scottish Widows Complaint PO-14071 Website

- **Barry Berkengoff** <Barry.Berkengoff@pensions-ombudsman.org.uk>
-
- jul 14 a las 5:37 A.M.

Para

- 'Ian McInnes'

Texto del mensaje

Dear Mr McInnes,

Thank you for your email. I sincerely apologise for the delay in dealing with your case, but as I had mentioned in earlier correspondence, my main role is managing others in a busy team which means I can only do casework investigation one day a week.

I can assure you that your case has not been "buried ... at the behest of Scottish Widows", it is simply an issue of resourcing at our end. We offer a free service to members of the public as you know and we are currently inundated with enquiries etc.

I realise this is not your problem but that is the honest explanation. There is no other agenda other than that.

I have given you my commitment to investigating your complaint which I am doing, but this must be done whilst I work from home, due to security issues around your **.mw** website.

I will be in touch shortly and thank you for your patience.

Regards

Barry Berkengoff | Deputy Casework Manager | 020 7630 2247

The Pensions Ombudsman

The Pensions Ombudsman and Pension Protection Fund Ombudsman

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From: Ian McInnes [mailto:ian.mcinnnes@yahoo.com.mx]

Sent: 12 July 2017 19:51

To: Barry Berkengoff <Barry.Berkengoff@pensions-ombudsman.org.uk>

Subject: Re: Scottish Widows Complaint PO-14071 Website

Dear Mr Berkengoff,

In your last communication of 15 June, you indicated that you would review my case within the next few days. Had you done this, I would have expected to receive some feedback well before now. But yet again, I have waited several more weeks and heard nothing. Whilst this is no longer surprising, it is none the more tolerable.

In fact the last information I received on my case was on 31 October 2016, when I was told that it had been assigned to an adjudicator. And I have had no explanation for the inordinate subsequent delay, despite numerous attempts to obtain information and reassurance. It seems clear that, had I not surmised your email address and emailed you directly on 14 May (after waiting for five weeks after CM forwarded you my email of 05 April), I would still have heard nothing.

I do not believe that this is the way TPO normally behaves (certainly not in the cases I have seen where there is significant merit on the part of the pension provider). This evasive conduct and other circumstances have given me good reason for several months now to believe that my case has been buried. I suspect that this was done around the middle of November 2016 at the behest of Scottish Widows, who would have a very strong incentive to cover it up.

Whilst the prolonged misery that this is causing me is clearly not your concern, you ought to consider the legal implications of obstructing/perverting the course of justice. As I have stated numerous times, this case is not simply about unacceptable customer treatment, but involves fraud under a blatant false pretence. You should surely have been made aware of the gravity of my case, quite apart from my emails; and yet your comments demonstrate the most extraordinary unconcern.

If you really wanted to know whether or not Scottish Widows is making "appropriate ID checks", you could send them the attached list of questions (which you can open on your secure connection). You must agree that if there were any justification to their "verification" demands, they would be able to provide some satisfactory answers to these questions. I sent this document to SW on two occasions (29 September 2016 and 23 November 2016), without response; however, although I mentioned the involvement of TPO, I am a mere customer. But I know that TPO could invoke Section 150(4) of the Pension Schemes Act 1993, to force SW to respond or face legal consequences. Are you willing to do this, and report the outcome? If so, when?

I must tell you clearly that, if within a week I do not receive a reply that shows a good understanding of my case and that you are treating it seriously, I will assume that you are refusing to deal with it, and proceed accordingly. I cannot be expected to tolerate his situation any longer.

Yours sincerely,
Ian McInnes.

De: Barry Berkengoff <Barry.Berkengoff@pensions-ombudsman.org.uk>

Para: 'Ian McInnes' <ian.mcinnnes@yahoo.com.mx>

Enviado: Jueves, 15 de junio, 2017 3:57:35

Asunto: RE: Scottish Widows Complaint PO-14071 Website

Dear Mr McInnes,

I apologise for our security restrictions but hope you understand the reasons why.

I would much prefer to view the information online and will be making time to do this early next week.

Best regards

Barry Berkengoff | Deputy Casework Manager | 020 7630 2247

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