

## Re: Preserved Pension at Age 60

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De: Ian McInnes (ian.mcinnnes@yahoo.com.mx)

Para: DBS-CSC-BPO-Pensions-7@dbspv.mod.uk

Fecha: lunes, 22 de febrero de 2016 11:58 GMT-6

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Dear Mr Blair

After pursuing my application with Equiniti Paymaster since the 22nd December 2015, I have still received neither payment, nor any proper explanation from them. They are clearly refusing to make payment for no good reason, since they could have done so many weeks ago with the details I supplied at the outset.

Their lack of response means that I cannot be sure why they continue to refuse payment, but it appears to centre on their defective overseas payment mandate form; in particular a spurious 3-digit Bank Code that they insist is required. The last information I had from them was that my form had been rejected due to non supply of this value.

I am reverting to you since, due to the conduct of Equiniti Paymaster, constructive dialog with them is no longer viable. And I would hope that Veterans UK would be concerned about the quality of service that Equiniti Paymaster provides on its behalf, and be in a position to act on its shortcomings.

As a result of their nonpayment, I have already had to liquidate assets to my cost in order to meet my everyday needs. Since I can now have little expectation of receiving payment from this company without a lengthy battle, I am in the process of liquidating further funds to my further financial detriment. My only remaining hope of avoiding this is that you at Veterans UK will escalate this matter as appropriate in order to bring pressure to bear on those responsible.

Rather than go into more details here, I am developing a website to promulgate this fiasco and provide the documentation that I will need in pursuing my case. Please read this page: <http://www.vivazamora.mx/ArmyPensionFiasco>.

### Army Pension Fiasco

Complaint against Equiniti Paymaster

Ver en [www.vivazamora.mx](http://www.vivazamora.mx)

Vista previa por Yahoo

I am sure you would agree that Equiniti Paymaster's handling of my application is unacceptable by any standards. Personally, I am outraged by the contemptuous treatment that I have received at their hands, and will certainly be seeking a significant sum in compensation.

If you need any more information or other help to advance this matter, please do not hesitate to email me.

Yours sincerely,  
Ian McInnes.

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**De:** DBS-CSC-BPO-Pensions-7 <DBS-CSC-BPO-Pensions-7@dbspv.mod.uk>  
**Para:** "'ian.mcinnnes@yahoo.com.mx'" <ian.mcinnnes@yahoo.com.mx>  
**Enviado:** Lunes, 14 de diciembre, 2015 7:14:16  
**Asunto:** Preserved Pension at Age 60

Dear Mr McInnes

Thank you for your recent contact regarding your pension payable at age 60.

An award letter similar to the one that I have copied onto this e-mail was sent at the time that your award was processed but apparently it has not arrived.

I have spoken to Equiniti Paymaster, who are responsible for the payment of your terminal grant and monthly pension, and they are going to be sending you an overseas payment mandate in order that you can get your payments into your account.

If you have any questions please reply by email.

Yours sincerely

**Kenny Blair**

CSC BPO Pension Assessments Desk Officer

Military Personnel & Veterans UK

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