

Scottish Widows Complaint: PO-14071

*Involving fraudulent evasion of pension encashment by SW,
and its brazen cover up by The Pensions Ombudsman*

Complainant: Ian Clive McInnes
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Website: <https://www.elpobrecorderito.com/PersonalPensionFiasco/>

This document is part of the complete correspondence on the above website. This contains proof of criminal misconduct by two organisations that one would expect to act with the highest standards of probity. Their contempt for the law amounts to a gross breach of the trust the public must place in them.

Scottish Widows is guilty of fraudulent evasion of personal pension encashment (amongst numerous other instances of [cavalier customer treatment](#)). In particular, the assertion that their onerous (and in my case, impossible to satisfy) "verification" demands "*are required under UK legislation*" is a blatant false pretence. In fact, the government requires no verification whatever when there is an ongoing business arrangement, let alone the draconian, changing, and dreadfully documented demands of Scottish Widows.

The Pensions Ombudsman is guilty of criminal protection of Scottish Widows in its refusal (after a year of quite deliberate inaction and prevarication) to investigate and determine the above, as is required under the Pension Schemes Act 1993/2017. Instead, it has forced an [illegal "pragmatic solution" with SW](#).

Both the above organisations are also guilty of lies, deceit, and evasiveness. And if I were mistaken about SW's fraudulent verification requirements, the numerous statements on the matter that I have made to SW, TPO, and also TPAS would have been rebutted; instead they have met only with silence.

Document Details

Date Sent / Received	23 September 2019
Sender / Recipient / Medium	Ian Clive McInnes / The Department for Work and Pensions / Email
Description	Having been given only empty or quite inappropriate responses to my requests for a contact email address, I resorted to the Freedom of Information Act.
Website Links to More Info	Event Summary

Ian McInnes <ian.mcinnnes@yahoo.com.mx>

Para:freedom-of-information-request@dwp.gov.uk

23 sep. a las 11:49

I have made several unsuccessful attempts to obtain an email address on which I can report TPO misconduct, and so am resorting to the provisions of the Freedom of Information Act.

Even if this request does not technically fall within the remit of this Act, I hope that you will see its reasonableness and provide me with this information.

Yours sincerely,
Ian McInnes.

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