

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
Email: ian.mcinnnes@yahoo.com.mx
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	30 September 2019
Sender / Recipient / Medium	The Department for Work and Pensions / Ian Clive McInnes / Email
Description	Having acquainted DWP with the term 'TPO', the supplied three links to websites. The first is to complain about a pension scheme, the second to complain about DWP, and the third to complain about benefit fraud. Only the second of these was of any possible use, but the web page gave only a postal address for making a complaint about DWP; this is useless for my purpose.
Website Links to More Info	Event Summary

DWP freedom-of-information-requests <FREEDOM-OF-INFORMATION-REQUEST@dwp.gov.uk>

Para: Ian McInnes

CC: DWP freedom-of-information-requests

30 sep. a las 3:26

Dear Ian,

You can make a complaint about a pension scheme by following this link:

<https://www.pensions-ombudsman.org.uk/our-service/make-a-complaint/>

You can make a complaint to the DWP by following this link:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure>

You can report benefit fraud by following this link:

<https://www.gov.uk/report-benefit-fraud>

Kind regards,

Central FOI Team | Private Office|

4th Floor Caxton House | 6-12 Tothill Street | Westminster | London | SW1H 9NA |

Ministers, Governance & Strategy Directorate: Engage, Support, Connect

From: Ian McInnes <ian.mcinnnes@yahoo.com.mx>
Sent: 28 September 2019 15:02
To: DWP freedom-of-information-requests <FREEDOM-OF-INFORMATION-REQUEST@DWP.GSI.GOV.UK>
Subject: Re: Contact email addresss for the Department for Work & Pensions

To the DWP Central Fol Team:

TPO = The Pensions Ombudsman. I understand that the Department for Work & Pensions is responsible for stewarding this organisation.

Ian McInnes.

El martes, 24 de septiembre de 2019 03:45:44 GMT-5, DWP freedom-of-information-requests <FREEDOM-OF-INFORMATION-REQUEST@dwp.gov.uk> escribió:

Dear Ian,

Thank you for your email.

However, we don't know what 'TPO' means. Can you clarify what this stands for, please?

Kind regards,

DWP Central Fol Team

From: Ian McInnes <ian.mcinnnes@yahoo.com.mx>
Sent: 23 September 2019 17:49
To: DWP freedom-of-information-requests <FREEDOM-OF-INFORMATION-REQUEST@DWP.GSI.GOV.UK>
Subject: Contact email addresss for the Department for Work & Pensions

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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