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**Re: Complaint Reference:10982346 | David Sanger**

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

Para: David.Sanger@scottishwidows.co.uk

Fecha: domingo, 17 de julio de 2016 17:29 GMT-5

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I have no idea why they are required, but my initials and name are I C McInnes, and my postcode is CP 59618 (this is in Zamora, Michoacán, Mexico).

I am not prepared to discuss this matter over the telephone. Apart from the fact that I have a hearing impairment making this difficult, this medium is simply not appropriate for a complaints procedure. As you must surely know, all information must be recorded for a case to be built up for review by the Pensions Ombudsman. And the issues are simply too complicated to make resolution over the telephone possible.

As I indicated, my previous email was simply an interim complaint, outlining my main concerns. I am developing a website to document my complaint:

[www.vivazamora.mx/ScottishWidowsComplaint](http://www.vivazamora.mx/ScottishWidowsComplaint)

This is a work in progress and will be refined and updated as events unfold, but already adequately reflects my position.

Regards,  
Ian McInnes.

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**De:** "Sanger, David" <David.Sanger@scottishwidows.co.uk>  
**Para:** "ian.mcinnnes@yahoo.com.mx" <ian.mcinnnes@yahoo.com.mx>  
**Enviado:** Miércoles, 13 de julio, 2016 6:30:40  
**Asunto:** Complaint Reference:10982346 | David Sanger

Dear Mr McInnes

Thank you for your recent email received on 10 July 2016.

**IMPORTANT:**

- o If replying via email, please include your initials, full surname and your post code
- o To help protect your identity and stay safe online, please do not send any further information regarding your identity by e-mail
- o To ensure your security, at this time we are not able to respond to the specifics of your complaint by email

I would appreciate the opportunity to discuss this matter with you further. If you could contact me by:

- o Calling: 0800 028 7350 - using my pin 1580952. Free phone from most landlines
- o If calling from abroad or mobiles: +44 131 549 9770- using my pin 1580952.
- o Alternatively you can reply to this email, confirming the best time and number for me to call you - and I'll endeavour to do so.

Be assured we'll deal with this matter as quickly as possible. Our opening hours are: Monday - Friday 8am - 6pm.

To confirm this is an authorised email from Scottish Widows the first 4 characters of your postal code are: CP59.

Yours sincerely

David Sanger

LP&I Specialist Complaints | Customer Services | Group Operations

Tel: 0800 028 7350 Pin: 1580952 | Email: [david.sanger@scottishwidows.co.uk](mailto:david.sanger@scottishwidows.co.uk)

Address: 15, Dalkeith Road, Edinburgh, EH16 5BU | TNT: 65 | Internal mail: DR/F3/M5

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