

Hello Mr Case

I am really sorry to be forced to contact you directly. I do not expect you to answer in person, but I hope that you will ask someone to do so on your behalf.

In brief, I worked for Alexander Consulting Group in Birmingham, and long before that at Stenhouse Northern Ltd in Leeds. Both ultimately became part of AON. Due to a mental illness (unrelated, but severe) I cannot give you the exact dates at Alexander Consulting Group but I believe it was around 1986.

Some months ago I received a call from an agency who track down "lost" pension scheme members. They told me I had a retained benefit in the AON scheme. I received a March 2018 (we were well into 2019) funding statement shortly afterwards but nothing since

On 30 September I emailed the administrators using the email address in the funding statement asking for a statement of my benefits and how I should claim them, since my 65th birthday was imminent and I had heard nothing. An auto response told me that I would hear back in 10 - 15 working days. Those 15 working days have now passed and I have heard nothing. My 65th birthday was [REDACTED].

This is the text of my email to the administrators.

*Some months ago I received a call from an agency who track down "lost" pension scheme members. They told me I had a retained benefit in the AON scheme. I received a funding statement shortly afterwards but nothing since.*

*Please can you let me know what my benefits are, and how I go about claiming them?*

[REDACTED]

[REDACTED]

*Please also accept this email as giving permission to send any and all information unencrypted by e-mail.*

*Many thanks.*

Would you please ask someone from the administrators to contact me within the week? After all, it is way past my retirement date.

Many thanks.

Tim Robertson