

**Subject:** Re: The Pensions Ombudsman

**From:** Tim Robertson <tim@acmeservices.eu>

**Date:** 30/10/2019, 18:24

**To:** Leila McGhee <leila.mcgree@pensions-ombudsman.org.uk>

Thanks.

I am disappointed that you didn't read the form I submitted. Had you done so you would have found that I had already raised the issue on two occasions and received no reply.

Copies of these two communications are attached. I also attach their only response. It's true that they provided a phone number. I have no fixed line. Like many people in France I use only a mobile phone. If I call them from my mobile phone it will cost me 65p per minute using my UK SIM card, or 0.50€ per minute using my French card. I should not be expected to pay to communicate with them.

Regarding your form, it seems to relate to your Early Resolution Service. I don't recall asking for this - I believed that I was making a formal complaint. If not, than I wish to change to a formal complaint.

And if I need to fill in and sign a form can you please send the form to me by post? Currently I have no printer.

On 30/10/2019 12:48, Leila McGhee wrote:

Dear Mr Robertson

Thank you for contacting the Pensions Ombudsman.

Before we can look at your complaint we need you to have first raised the issue with your scheme/employer.

Once you have received their response, please send us a copy along any paperwork you have regarding your complaint. Please also complete the attached Form of Authority and return it at the same time. We will then be able to advise you further about your complaint.

Kind regards

**Leila McGhee | Administrator**  
The Pensions Ombudsman

[www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

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Attachments:

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aon_19_11_19.pdf	79.8 kB
aon_30_09_19.pdf	66.6 kB
aon_auto_reply_30_09_19.pdf	88.4 kB