

On 14 October 2018 I received an email from Claire Dean of LexisNexis concerning old retained benefits in the Aon Scheme. She couldn't tell me to which part of my career they related, but I worked for Alexander Group in Birmingham for a few years in the mid 1980s. I gave details of my current address to LexisNexis.

A little while after that contact I received a Funding Statement from The Aon Retirement Plan. No statement of benefits, in fact nothing except the Funding Statement.

I expected that before my 65th birthday on [REDACTED] I would receive some kind of communication regarding my benefits.

Having received nothing I emailed their admin section on 30 September 2019 asking for details of benefits and how I could claim them. I received an almost immediate autoresponse saying that they would contact me, and estimated 10 - 15 working days.

That period expired, and on 19 October I emailed Gregory Case (CEO of Aon PLC) asking him if he might find someone to take up the issue for me. (I never expected him to reply personally).

Thus far I have received not even the courtesy of a reply