



Mr Donal De Barra
Kildimo
Miltown Malbay
Co Clare

28 November 2014

Our Ref: PO 140319890

Please quote the above number on all correspondence to this Office.

Dear De Barra

I have your letter of the 26 November 2014, which has been separately acknowledged.

I am sorry to say that your interventions are not helpful. This office is currently understaffed and extremely busy. The situation is that a letter was sent to Mercer on the 13 November, following up on previous correspondence with them. They were given a deadline of ten days within which to reply. No reply was received and a further letter was sent to them on the 26 November requiring information, with a threat of an enforcement action through the Courts if we do not get a response.

Our investigations to date have revealed that benefits held under the Hunter Advertising scheme with Royal Sun Alliance (formerly Law Union & Rock/Royal Assurance) were surrendered in 1998 and a cheque was sent payable to Friends Provident Life Assurance in respect of the bulk transfer of benefits.

It appears that you may be the person identified on the list of transferees as "D Barry", in which case it would appear that Friends First should have a record of you, though it so far appears that it does not.

This information was obtained from Phoenix Life, which is now administering what is left of the business of Royal Sun Alliance in this country.

Obtaining information which is more than sixteen years old does take time. This investigation is being pursued as energetically as possible in the circumstances.

When I have information for you, I will communicate with you. In the meantime, further intervention on your part is of no assistance whatever.

Yours sincerely

**Paul Kenny,
Pensions Ombudsman**