

# Calculation Summary



Claim Reference: [REDACTED]

Calculation Date: [REDACTED]/07/2017

Date	Description	Deposits	Withdrawals	Balance
[REDACTED]/05/2017	Phoenix Life notional transfer value	[REDACTED] [REDACTED] [REDACTED]		£ [REDACTED]
[REDACTED]/07/2017	Valuation of Carbon Credits investment		£0.00	[REDACTED]
[REDACTED]/07/2017	SIPP transfer-out fee	£ [REDACTED]		[REDACTED]
		£ [REDACTED]	£0.00	£ [REDACTED]

Net Lodgements:	[REDACTED]
Add Interest Equivalent Sum:	[REDACTED]
Eligible Amount:	[REDACTED]
Less Abatement:	[REDACTED]
Total Compensation Payable:	£ [REDACTED] [REDACTED] [REDACTED]
Total Compensation Paid To Date:	[REDACTED] [REDACTED]
Total Payment Due:	£ [REDACTED] [REDACTED] [REDACTED]

FSCS reference [redacted]  
[redacted] us



[redacted]  
[redacted]  
[redacted]  
[redacted]

Call  
0800 678 1100 (free)

Email  
[www.fscs.org.uk/contact-us](http://www.fscs.org.uk/contact-us)

Write  
PO Box 300  
Mitcheldean  
GL17 1DY

Visit  
[fscs.org.uk](http://fscs.org.uk)

July 2017

Dear [redacted]

## We will pay you compensation

- We agree that you have a valid claim against Bank House Investment Management Limited (the Firm) regarding your self-invested personal pension (SIPP).
- This means we can pay you £[redacted] in compensation.

## How we worked out your compensation

We have calculated your total loss as £[redacted].

Your total loss	£[redacted]
<b>Amount we are able to pay under our rules</b>	£[redacted]

We'll check the bank account information you gave us. If everything's in order, we'll pay the compensation directly into the account. If we can't, we'll pay you by cheque.

You should receive the payment within 10 working days of the date at the top of this letter. You might need to pay some tax on it, depending on your income and circumstances. You can check this by talking to HMRC or a tax adviser.

## Any questions?

If you have any questions or concerns about the decision or the payment, please contact us using the details at the top of this letter. We'll be happy to help.

Where you are in the claims process

- Making first contact
- Completing the application
- Investigating the claim
- Getting the decision**
- Dealing with any issues

# What you need to know

## How we decided on your compensation

Notional value of the pension benefits you transferred in	
SIPP transfer-out fee	plus +
Valuation of Carbon Credits investment	less -
Total loss	= £ [REDACTED]
<b>Amount we are able to pay under our rules</b>	<b>£ [REDACTED]</b>

You'll find further details in the calculation summary enclosed with this letter.

## Value of your investment

Normally, we take into account the value (if any) of the investment as you might get your money back in the future. We've disregarded the value of Carbon Credits because it's insolvent. We have not taken into account any value remaining in the fund.

## Notional value of your pension

The notional value of your pension plan is the amount it would be worth now if it had never been transferred.

## Value of replacement pension benefits at calculation date

When we calculate your compensation, we must look at any money you've already received from your SIPP and its current transfer value – such as cash in the bank and any securities that could be sold. However, Curtis Banks have told us there is no cash value to your SIPP.

## About your compensation

As far as possible, the compensation aims to put you back in the financial position you would have been in if you hadn't received the advice. We are paying you as much of your claim as we can under our rules.

The compensation only covers money you'd lost by 25 July 2017 – we can't cover future or hypothetical losses. We also can't compensate you for the investment not meeting your expectations.

## What if you believe your compensation is wrong, or if you don't understand how we've worked it out?

Call us as soon as possible on **0800 678 1100** to talk it through.

If you're still unhappy, visit [fscs.org.uk/complaints](https://www.fscs.org.uk/complaints) to see our complaints policy. To make a complaint, write to us at the address at the top of this letter or email [complaints@fscs.org.uk](mailto:complaints@fscs.org.uk).