

▶ FSCS reference [REDACTED]
Please quote our reference when contacting us



[REDACTED]
[REDACTED]

Call
0800 678 1100 (free)

Email
www.fscs.org.uk/contact-us

Write
PO Box 300
Mitcheldean
GL17 1DY

Visit
fscs.org.uk

▶ [REDACTED] October 2017

Dear [REDACTED]

We are making an interim payment to you

- ▶ We agree you have a valid claim against Blue Ocean Financial Services Limited (the Firm) regarding your investment.
- ▶ We can pay you [REDACTED] in compensation for now.

How we worked out your compensation

This is an interim payment to compensate you for the loss of pension benefits when you transferred to the SIPP. It's not yet clear what your final losses will be. Please keep checking the value of your SIPP and let us know when the value becomes certain.

Your interim loss	£ [REDACTED]
Amount we are able to pay under our rules	[REDACTED]

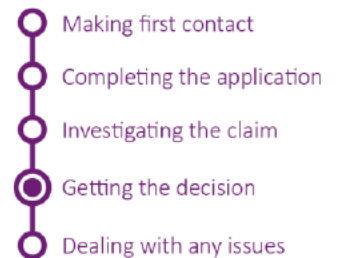
We'll check the bank account information you gave us. If everything's in order, we'll pay the compensation directly into the account. If we can't, we'll pay you by cheque.

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



What you need to know

How we decided on your compensation

Current notional transfer values of the pension benefits you transferred in from the SIPP	
SIPP transfer-out fee	plus +
Gross contributions paid (accounted for at dates of payment)	plus +
Partial transfer to [REDACTED]	less -
Value of replacement pension benefits at calculation date within your SIPP and Beaufort Securities investment platform	less -
Value of Beaufort Securities investment portfolio	less -
SIPP provider Beaufort value of Carduus Housing Plc investment	less -
10% uplift applied to valuation of Carduus Housing Plc investment	less -
Valuation of Aegis Power Bond (No1) investment	less -
Interim loss	= [REDACTED]

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

Indicative value

Your SIPP held an investment in Carduus Housing Plc which is currently illiquid – this means you're unable to withdraw your money. We can't calculate exactly how much you have lost at this time because we are unable to obtain the actual value of your investment.

Because of this, we're making an interim payment to compensate you for some of your losses. The calculation is based on an indicative value (an estimate from pension provider) but we apply assumptions designed to reduce the likelihood of overpaying you now. Please keep checking the value of your SIPP and let us know when the value becomes certain. We can then update our calculations.

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 Aegis Power Bond (No1) because it is insolvent. Therefore, our compensation calculation has not been reduced to take account of any value remaining in this fund.

Your SIPP claim also included other, non-illiquid fund investments: All Saints Commercial Plc, Eastbridge Investments Plc, Ecovista Plc, Hydrology Plc, Positive Healthcare Plc and Yumchaa Holdings Plc. We've used the actual current values to calculate any losses associated with these investments.

Notional value of your pension

If you transferred from a personal pension or from any other scheme without guarantees, the notional value of your pension fund is the amount it would be worth now if you'd left it where it was.