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**TO ALL SASS CLIENTS**

**Important update regarding Hartley Pensions Limited – In Administration and small self-administered scheme ("SSAS")**

We write to you to further to our previous correspondence dated 28 November 2022 to provide you with an update in respect of the administration of Hartley Pensions Limited – In Administration ("**Hartley**") and in particular the SSAS book sale.

**SSAS book sale**

Brian Johnson and Peter Kubik ("**Joint Administrators**") and the preferred operator ("**Preferred Operator**") are in ongoing discussions regarding the heads of terms and are continuing to discuss the mechanism for transferring the SSAS book to the Preferred Operator. Once this mechanism has been finalised, all SSAS clients will receive direct communications from us with details of the Preferred Operator and the process for how their SSAS will be transferred to the Preferred Operator.

**Further information**

If you require further information please note that the link provided in our previous communication is still accessible to all clients of Hartley and enables you to review a FAQ page set up by the Joint Administrators which covers the key information. A further copy of the link is included below for ease of reference: <https://www.uhy-uk.com/hartley-pensions-limited-administration>

If after visiting the above webpage, you have any outstanding queries not covered by the FAQs you can contact the Joint Administrators through our customer service centre on 0800 063 9113 or at [hartleypensions@uhy-uk.com](mailto:hartleypensions@uhy-uk.com). Please ensure any email sent to this email address includes your SSAS reference and we will respond to you as soon as possible. Please ensure that all queries are directed to either the customer service number or email address above.

**Avoiding scams**

All consumers should remain alert to the possibility of fraud. If you are called by someone claiming to be from Hartley, please end the call and call back using the following numbers:

Freephone for UK caller: 0800 063 9113  
International callers: +44 20 3282 8151

For more on how to protect yourself from the most common types of scams. ScamSmart pages on the FCA website also provide advice on how to avoid investment and pension scams.

If you have any queries our team is on hand to answer your questions.

**What should I do if I want to complain?**

If you want to make a complaint in the meantime please submit this to the following address:

FAO: The Administrators  
Hartley Pensions Limited (in administration)  
c/o UHY Hacker Young LLP  
Quadrant House  
4 Thomas More Square  
London  
E1W 1YW

**Claims to Financial Services Compensation Scheme ("FSCS") and complaints to the Financial Ombudsman Service ("FOS")**

The guidance in respect of complaints to the FSCS and FOS is set out on the Joint Administrators website through the following link: [Hartley Pensions Limited – in Administration | UHY Hacker Young \(uhy-uk.com\)](https://www.fscs.org.uk/making-a-claim/failed-firms/hartley-pensions/)

The FSCS will not yet be opening its online claims services to claims against Hartley. You can obtain further information about the FSCS on its website: <https://www.fscs.org.uk/making-a-claim/failed-firms/hartley-pensions/>

You do not need to take any action in respect of a complaint already referred to FOS. As previously advised the FOS and the FSCS are working closely with the FCA and the Joint Administrators to agree an appropriate course of action, including referral by FOS of complaints to the FSCS because the FOS cannot continue its complaints handling service without the Joint Administrators' consent. The FOS will contact you in due course regarding the next steps. The FSCS will also update its website with any news or important developments regarding its investigations.

Yours faithfully  
For and on behalf of  
Hartley Pensions Limited



**Peter Kubik**  
Joint administrator

The affairs, business and property of the company are being managed by the Joint Administrators, as agents of the company and without personal liability.