

Our ref: H146/2861778

21 August 2023

**TO ALL SSAS CLIENTS**

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Dear sirs

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

We write to you further to our previous correspondence dated 16 December 2022 to provide you with an update in respect of administration of Hartley Pensions Limited ("**Hartley**") and in particular your small self-administered pension scheme.

**SSAS book sale**

As you may be aware, we have been having ongoing discussions with a Preferred Operator ("**Preferred Operator**") of the SSAS book. We have received an offer from the Preferred Operator and have been having ongoing negotiations, however, we are also continuing to have discussions with alternative operators ("**Alternative Operators**") to ensure that the book is transferred in the most efficient and cost effective manner. This process is currently ongoing and we will update you when we come to an agreement with one of the operators.

Due to this process being ongoing, we do not believe the sale and transfer will be completed until late 2023 to ensure that the book is transferred efficiently. Please note, all SSAS clients will be offered the opportunity to opt out of a transfer to our chosen operator, but this may incur additional charges. For all SSAS clients who consent to transfer to the chosen operator, no charge will be administered to their assets for doing so.

**IMPORTANT - avoiding scams**

We are aware that a number of clients have been receiving communications from the following email addresses: "admin@hartleypensionsuk.com" and "info@hartley-pensions.com" as well as receiving calls from 020 7971 1496, 0117 251 0439 and 0117 251 0319. These messages and calls appear to represent that they are on behalf of Hartley, and the Joint Administrators are aware they have been requesting client's bank details to process a refund.

We are also aware of communications being sent to clients by the following:

- Central Reservations UK, using the email "accounts@centralreservations-uk.com", advising clients to contact Hartley's offices on 020 7088 8341 please note this is not a Hartley phone number; and
- Chartered Trading Standards Institute advising clients to contact them on 08000 541 432.

Please be aware that any correspondence received from these email addresses or phone numbers are NOT authorised by Hartley or the Joint Administrators and may be a scam. If clients receive communications from these email addresses or phone numbers, the Joint Administrators advise

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Peter Kubik and Brian Johnson are licensed in the UK by the Insolvency Practitioners Association.  
Insolvency Practitioners are bound by the Insolvency Code of Ethics when carrying out all professional work relating to an insolvency appointment.

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clients to disregard these and report it. Please do NOT provide any personal information, bank details or arrange payments to them.

We are also aware that some clients have received communications from Bowerstone Capital Limited claiming to have been instructed by The Insolvency Service to assist clients with recovering their assets. Whilst the correspondence from Bowerstone Capital Limited does not appear to mention Hartley Pensions Limited, we have notified The Insolvency Service and they have confirmed they have not instructed Bowerstone Capital Limited. The Insolvency Service has referred us to the following link, which provides further information which they have published: <https://www.gov.uk/government/news/investors-warned-about-approaches-to-recover-lost-funds>.

It should be noted that correspondence in relation to client schemes will only be issued by Hartley Pensions Limited. Clients are reminded to remain alert and should correspondence be received by a third party, they should notify the Hartley Pensions team by any of the following methods:

Phone: 0800 063 9113 (Freephone for UK callers)  
+4420 3282 8151 (international callers)  
Bristol office: +44 117 316 9991  
Email: [hartleypensions@uhy-uk.com](mailto:hartleypensions@uhy-uk.com) or [admin@hartleypensions.com](mailto:admin@hartleypensions.com)

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

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

Yours faithfully



**Peter Kubik**  
Joint administrator