

Ms Rebecca Payne
State Pension Specialist
The Pension Service
London Pension Centre
PO Box 4
Gateshead
NE92 1BQ

Ms Noëlle Rawé
[]

See:
- [25.04.12](#) reply from Pension Service
- Mine of [09.05.12](#)

(By 'Special Delivery')

[REDACTED]

16th April 2012

Dear Ms Payne,

(1) [REDACTED]

(2) The way I have been treated by the Pension Service since December 2011 is coming across as prolonged victimisation

I acknowledge receipt of your 27th March 2012 letter, of which I took delivery on the 30th, in which you wrote:

"We wrote to you on 18 January 2012 outlining your options for reward, as a result of putting off claiming your State pension [REDACTED]"

We have not yet received your response. Could you please send us your reply within a month of the date at the top of this letter.

If we do not hear from you we will pay you the lump sum amount after deducting 20% income tax"

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. The way I have been treated by the Pension Service

21 Nov 11 I sent a form to the Pension Service, **PO Box 4**, NE92 1QB, asking for the start of the payment of my pension.

24 Nov 11 From Pension Service, **PO Box 1005**, NE98 1BA, a letter stating the options for the amount resulting from delaying claiming the State Pension.

The above 24 Nov 11 letter contained a page stating:

“Now please make your choice”, followed by my name and NI number, then

a box to be ticked that “I have read the notes regarding State Pension Deferral and backdating”, in turn followed by:

“I would like to claim my State Pension from” [REDACTED]

Hence, having asked me *“to read about the lump sum options”, it did NOT ask me anything about it.*

I returned the form on 1st December 2011 – by ‘Special delivery – Next day’

24 Nov 11 From the Pension Service, **PO Box 4**, NE92 1BQ, asking that I send – **“by 08 December 2011, a birth certificate”** and that **“it must be an original, not photocopies. We will return them within 5 working days. If we need to keep them longer, we will tell you why”**.

As, from the date of the letter, they always take several days to arrive, and sometime up 2 weeks, and even more, **the earliest I was able to send my birth certificate was 8th December 2011**. This being an important document to me, **I sent it by ‘Special Delivery – Next day’**.

Even if I had received the letter earlier, being born in France (which the Pension Service knew e.g. from the 21 Nov 11 form), **there is no way I would have been able to meet this incredibly tight deadline.**

Luckily, I had an original copy (as original as can be, as it was stamped, dated and signed by the town hall for the area in which I was born). (Getting more ‘original’ than that would be impossible as it would entail getting hold of the massive register in which 1000s of other people are registered).

15 Dec 11 Letter from Pension Service, **PO Box 4**, NE92 1QB, I found on my return from France, in the 2nd week of January, stating:

(i) thanking me *“for my letter of 12 December 2011”* – **letter I did not send**, and

(ii) *“we need more information about your date of birth. **We will need to see your original birth certificate** or if you are born abroad...we would need to see two original documents showing your name and date of birth”*.

As far as I was concerned, in sending my birth certificate, as detailed above, **I had supplied the required information.**

9 Jan 12 Letter from Pension Service, **PO Box 4**, NE92 1QB, I, likewise, found on my return from France, stating:

“We wrote you on 24/11/2011 asking you which date you would like to claim the State Pension from”

“We have not received your response”.

As detailed above, I had posted my reply on 1st December 2011.

12 Jan 12 Totally confused by the 15th December 2011 and 9th January 2012 letters, I **phoned the Pension Service helpline**, and spoke to somebody said to be called ‘Gary Clarke’.

Mr Clarke said that **he did not know why the letters had been sent** as he could “see” that **the Pension Service had received:**

- (1) **My 1st December 2011 reply** to the 24th November 2011 letter;
- (2) **my birth certificate**, posted on 8th December 2011.

12 Jan 12 Letter from Pension Service, **Department for Work and Pensions**, ‘Award Notice and Statements of Details’

13 Jan 12 Letter from **Revenue & Customs** – received **after my below letter of 29th January 2012** – and ‘by coincidence’ providing an answer to my question re. COD.

18 Jan 12 Letter from Pension Service, **PO Box 4**, NE92 1BQ, stating that, if “[I] choose a **lump-sum payment it will be** [REDACTED]”

29 Jan 12 **My letter to Pension Service, PO Box 4, NE92 1BQ, asking for:**

- (1) The composition of the weekly rate of State pension
- (2) **Composition of the lump sum;**
- (3) **Returning my birth certificate;**
- (4) Ensuring that my **correct address** is captured.

12 Feb 12 **My letter to Pension Service, PO Box 4**, asking for a reply to my above 29th January 2012 letter – including asking for the return of my birth certificate.

7 Mar 12 **Letter from Pension Service, PO Box 4**, attaching the ‘**Lump sum calculations**’ spreadsheet (as discussed above).

This letter arrived c. 1 week before your 27th March 2012 letter.

Hence, in response to your statement that you “**wrote me on 18th January 2012 and have not received a reply**” – I cite the above as the reason: I have been asking for an explanation of the lump sum since the beginning of February (my 29th January 2012 letter).

In the context of demonstrating that somebody has obviously decided ‘to have fun with me’, I also highlight the fact that, in spite of my letters – **to this day – my birth certificate has still**

not been returned to me. According to the above 24th November 2011 letter, I should have received it at the latest by 15th December – in other words: 4 months ago.

What has been happening in the Pension Service since my contact in September 2009 when I was so impressed by the service that I sent a letter of appreciation (leading to the enclosed acknowledgment of 6th October 2009 (²))?

(I wonder if it has something to do with my 'daring' to stand-up for my rights to [my racketeer landlord](#) and, in the process, to 'the authorities' who evidently approve of his fraudulent activities: www.leasehold-outrage.com).

Yours sincerely,

↑
[My Diary 2009 – Intro, visual: 'Layers of protection for crooked landlords](#)

Noëlle Rawé

² 6 Oct 09 letter to me from Future Pension Centre, Pension Service

Post Office Ltd.
Your Receipt

11 Lower Regent Street
London
Greater London
SW1Y 4LR

Penmon
JRNC
MM 16/04/12
letter

Date and Time: 16/04/2012 11:41
Session ID: 4-864120
Dest: UK (EU)
Quantity: 1
Weight: 0.020 kg
Special D by 1 £0.00 £5.45

Total Cost of Services £5.45

Posted after Last Collection? No

Barcode: ZX0216903066B

DESTINATION ADDRESS
Building Name or Number Postcode
BOX 4 NE92180
Address Validated? N

IT IS IMPORTANT THAT YOU RETAIN THIS
RECEIPT AS IT IS YOUR PROOF OF POSTING

PLEASE REFER TO SEPARATE TERMS AND
CONDITIONS

Special Delivery is an express next
day service for the UK, offering a
money back guarantee for delay and
compensation for loss and damage to
your item. Check delivery at
www.postoffice.co.uk or call
08459 272100 quoting your ref number.

This is not a VAT Receipt
Thank You