

[Please delete or amend any drafting instructions in italics before sending]

Rydym yn hapus I ddarparu copi o'r llythyr hwn yn y Gymraeg ar gais. Cysylltwch gyda ni ar cymraeg@fca.org.uk ac fe wnawn anfon copi atoch.

[Firm details]

[Date]

[Consumer details]

British Steel consumer redress scheme

Detailed calculation report

Dear *[Insert name]*,

[If applicable: You were introduced to our firm by *[insert name of introducer firm]* for advice about your British Steel Pension Scheme benefits]

We have enclosed the detailed calculation report which shows all the information about you that we used to calculate the money we owe you.

Check that the information about you which we used for the calculation is right. This is to make sure we are offering you the right amount.

[If the comparator scheme used for the calculation provides lower redress]

Pay close attention to the British Steel Pension Scheme (BSPS) scheme we used for your calculation when you check the calculation report, to make sure the money we owe you is the right amount.

If the *[select as appropriate: New BSPS scheme / Old BSPS scheme]* had been used instead, we would owe you an extra £*[enter difference between higher paying scheme and lower paying scheme]*.

Contact us immediately if the information in the calculation report is wrong.

We wrote to you on *[insert date]* to say that we owe you money for the advice we gave you to transfer out of the BSPS, and you told us you would like us to send you a detailed calculation report.

We have enclosed a detailed report which shows all the information about you that we used to calculate your compensation. **Please carefully check that this information is right, to make sure we are offering you the right amount.** If any of the information is wrong, you should contact us immediately.

[If the comparator scheme used for the calculation provides lower redress]

Pay close attention to the BSPS scheme we used for your calculation when you check the calculation report, to make sure the money we owe you is the right amount.

Our information shows that if you had stayed in BSPS, you were likely to have chosen the *[select as appropriate: New BSPS scheme or Old BSPS scheme]* / We did not have any information to show whether you were more likely to choose the Old BSPS Scheme

or New BSPS scheme if you had stayed in BSPS, so the Financial Conduct Authority (FCA)'s rules say that the New BSPS scheme should be used for your calculation.

If the [select as appropriate: New BSPS scheme / Old BSPS scheme] had been used instead, we would owe you an extra £[enter difference between higher paying scheme and lower paying scheme].

If you are not happy with the amount we are offering about, you can contact the Financial Ombudsman Service or the FCA helpline.

If you have any questions about the offer or this letter, you can phone or email us [*insert contact details*]. We are available between [*insert contact hours*].

Yours sincerely,

<signature>

<name of adviser or customer service>

Enclosures:

Detailed calculation report