

## Forthplus Pensions Limited (In Administration)

### Customer update

3 February 2022

#### Updated contact details for iPensions Group Limited (iPG)

All customers' SPPs were transferred to iPG on 13 December 2021. Customers should note that iPG has recently moved to new premises in Edinburgh and has updated its postal address.

#### Updated Contact Details for iPG

Telephone	+44 (0) 345 646 0156
Email	<a href="mailto:enquiries@forthplus.com">enquiries@forthplus.com</a>
Postal address	2nd Floor 35 Melville Street Edinburgh EH3 7JF

For ease of reference and clarity, please note for the time being, iPG will continue to use the existing email and telephone numbers you are familiar with for addressing any questions you might have.

The above contact details can be used for all general or payment enquiries.

We would refer customers to the dedicated webpage [www.leonardcurtis.co.uk/forthplus](http://www.leonardcurtis.co.uk/forthplus) in the first instance for information on the Administration. Regular updates will be provided on the webpage, together with answers to a number of Frequently Asked Questions, notices to customers and reports on the progress of the Administration. We would request that any customers wishing to contact the Administrators' team email us at [forthplus@leonardcurtis.co.uk](mailto:forthplus@leonardcurtis.co.uk) rather than telephoning our offices, if possible, quoting your FP reference number.



## BEING ALERT TO SCAMS

We encourage you to remain vigilant and to exercise caution when dealing with correspondence regarding the Administration. All customers should remain alert to the possibility of fraud. If you are cold-called by someone claiming to be from Forthplus, Leonard Curtis, iPG or any other company claiming to be involved in the Administration, please end the call and contact us using the details below to confirm the authenticity of the communication.

The Leonard Curtis team remain on hand should you have any questions or queries regarding the Administration. Support is available to all customers:

### Leonard Curtis Contact Details

Telephone: 0161 532 4621  
Email: [forthplus@leonardcurtis.co.uk](mailto:forthplus@leonardcurtis.co.uk)  
Website: [www.leonardcurtis.co.uk/forthplus](http://www.leonardcurtis.co.uk/forthplus).  
Postal Address: Leonard Curtis, Riverside House, Irwell Street, Manchester M3 5EN

## CLAIMS MANAGEMENT COMPANIES

We would like to advise Forthplus customers that you should proceed with caution if you are approached by a Claims Management Company (**CMC**). If you believe you may have cause to make a claim to the Financial Services Compensation Scheme (**FSCS**), you can contact the FSCS directly to initiate a claim **free of charge** using the details set out below:

### FSCS Contact Details

Telephone: 0800 678 1100  
Website: [www.fscs.org.uk](http://www.fscs.org.uk)  
Postal Address: Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY

CMCs offer the service of submitting claims to the FSCS on behalf of clients. However, they generally operate on a “no win, no fee” basis. This can mean that if you sign a contract with a CMC to act on your behalf, they will claim a percentage of any compensation you are awarded by the FSCS as a result of your claim. Commissions charged by CMCs can vary significantly and you should therefore consider this very carefully when choosing whether or not to engage with a CMC.