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Sirs,

CRN 421 199 536S

You will see from the attached that my record shows my pension has been suspended. Your system lacks any clue at all to suggest why this may be. I have today received your second request for information on an application for US Pension so I assume that is the reason. You will doubtless understand the sheer stupidity of sending a second request by mail such that it arrives after the suspension you threaten in that very letter. Though you were not to know this, I was released from a 7 day hospital stay involving comprehensive surgery just yesterday – something one might expect of a 67 year old pensioner. Your actions have done much to hinder my recovery.

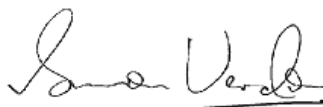
Returning to your original demand for information sent in April and received by me in May. If you would care to inspect your file upload and complaints systems, you will see I responded promptly with information making it clear I am not eligible for a US pension given my brief low-paid period of employment there. Note that I have not received any response on either the upload or the complaint which is now nearly six weeks old.

As I have advised in the past I made application for a US pension on reaching retirement age but was rejected for the reasons above. I do not have a rejection letter. I do, however, have a printout of my Social Security Admin page from today stating I have received no benefits. I also clicked on their link to get a 'no benefits' letter. I attach that, though it fails to make any mention of benefits!

Because I want this matter put to bed permanently lest you continue to affect my health adversely, I have spent an hour completing the online pension request form on the US government site. I attach a copy of that.

Your contact hours for someone living in Europe are close to impractical – you are available from midnight to 9am European time. I will attempt to call you at 8am on Monday. Let us see how that progresses.

Right now, I believe I have done everything I possibly can to satisfy your demands, and on that basis, feel justified in requiring that you reinstate my pension without delay. I also specifically authorise and request you always communicate by email to the address you have on my file whether or not you choose to send snail mail.

A handwritten signature in cursive script, appearing to read 'Simon Verdon', with a horizontal line underneath the name.

Simon Verdon