



Defence Business Services Head DBS
Secretariat
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Ref: FOI2020/02594

5 March 2020

Mr

Dear

Thank you for your email of 24 February 2020 to the Ministry of Defence (MOD), seeking information about your Armed Forces Pension.

You requested the following information:

“Still no explanation from you of the £11000 you sent to my bank account.

I have applied to my MSP for a surgery interview with him to discuss your very poor communications.

On a legal Freedom of Information request I want you to send me any notes on my account that would explain your dreadful handling of my account”.

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the requested information has been conducted and I can confirm that information in scope of the request is held.

However, the information is withheld under Section 40(1) (Personal Information) of the FOIA in accordance with Data Protection legislation. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

Under Section 16 of the FOIA (Advice and Assistance) your request has been passed to the Defence Business Services Subject Access Request team who will shortly be in contact with you to provide identification for verification before processing your request.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-

IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

Defence Business Services Secretariat