

Karen Hughes
14 Beacon Place
Glasgow
G33 3HT

14th August 2026

Dear Karen,

Ref: File Closure - Statutory Notice Period

Further to our letter sent on 31st July 2026, where we advised that if you did not respond, your case file would be placed into the **company's closure-notice period of 10 working days**. This notice period gave you the final opportunity to get in touch if you wish us to continue to support you. As we did not hear from you within this timeframe, your file will now be formally closed and your case ceased at Scottish Redress. The notice period came to an end on 13th August 2026.

Once closed, your information (data) will be retained only for the period required by our **legal and regulatory retention schedule**, after which it will be securely and permanently deleted in accordance with our **Data Retention and File Management Policy**, a copy of which can be provided on request.

Data & Documents

You understand that:

- Your file will be closed.
- You may request copies of documents held on your file, and that, subject to Aiker Legal Limited's data retention policy, there is a period of 6 month before your data will be permanently deleted.
- Any request made for information, documents, or copies of your file will be provided subject to Aiker Legal Limited's lien as set out in the Terms of Business. This means Aiker Legal Limited is entitled to retain the file, or withhold access to certain documents, until any outstanding fees, costs, or disbursements due under the agreement have been paid or otherwise resolved, if applicable.
- You acknowledge that this lien applies to all materials held by Aiker Legal Limited in connection with your case, whether in paper or electronic form.

Statement of Withdrawal

Aiker Legal Limited confirms the withdrawal/closure of your claim, and ends the legal representation provided to you in relation to:

Type of claim:

Redress Scotland, claim for compensation

AIKER LEGAL LTD will cease to act for you with immediate effect.

Acknowledgement of Fee Terms

You have previously confirmed that you have read and understood the Terms of Business Agreement that you signed with AIKER LEGAL LTD.

We confirm that:

- The firm has carried out work on your behalf.
- Under the terms of the agreement, the firm may be entitled to recover reasonable costs for work completed up to the date of withdrawal, unless the firm agrees to waive these costs.

As a gesture of goodwill Aiker Legal Limited agrees to waive all fees and costs, and you will not be charged anything for work carried out to date.

You continue to have rights over your personal information, including the right to request access, correction, or deletion where appropriate.

Yours sincerely,
Sam Morris

Aiker Legal Limited