



Re: INS Law - Our Reference: 101152 - APP203691

From Casemanagement <casemanagement@inslaw.co.uk>
Date Wed 8/19/2026 10:27 AM
To apply@redress-scheme.scot <apply@redress-scheme.scot>

Good morning,

Our client: Frank Wotherspoon

I'm chasing my previous email regarding two application numbers being assigned to the same client, as we have not yet received a response.

Please can you investigate this as a priority and confirm which application number is valid and should be used going forward.

The application numbers are:

- APP849632
- APP203691

We need clarification on this as soon as possible to avoid any further confusion or delays with the client's case.

Please provide an update at your earliest opportunity.

Kind regards,

INS Law

From: Casemanagement <casemanagement@inslaw.co.uk>
Sent: Wednesday, August 12, 2026 4:31 PM
To: apply@redress-scheme.scot <apply@redress-scheme.scot>
Subject: Re: INS Law - Our Reference: 101152 - APP203691

Good afternoon,

We received an application number for this client at **1:21pm today: APP849632**.

We then received a second application number at **2:46pm today: APP203691**, in response to an email where we had provided additional documentation for the same client.

We therefore appear to have been issued **two separate application numbers for the same client**.

Could you please explain why a second application number has been generated and confirm which application number we should use going forward?

We would like to ensure that all documentation and correspondence is linked to the correct application and that there is no duplication on your system.