



Outlook

Re: INS Law - Our Reference: 101152 - APP203691

From Casemanagement <casemanagement@inslaw.co.uk>**Date** Wed 8/12/2026 4:31 PM**To** apply@redress-scheme.scot <apply@redress-scheme.scot>

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.

Many thanks for your assistance.

Kind regards,

INS Law

From: apply@redress-scheme.scot <apply@redress-scheme.scot>**Sent:** Wednesday, August 12, 2026 2:46 PM**To:** Casemanagement <casemanagement@inslaw.co.uk>**Subject:** Fw: INS Law - Our Reference: 101152 - APP203691

Good Afternoon,

Thank you for your application for Scotland's Redress Scheme in relation to your client Frank Wotherspoon.

Their application reference number is: APP203691. Please find the attached letter which details the next steps in the application

process.

A 'summary of options' has been attached. This document is sent to all applicants and legal representatives and includes information about some of the key rights.

I would like to reassure you that we are working hard to ensure the application will be assigned at the earliest opportunity.

You can contact us, at any point in the application journey, to speak with a case worker and discuss the application.

Kind regards,

Scotland's Redress Scheme

If you need to discuss the contents of this email, please contact Scotland's Redress Scheme using these details:

Telephone: 0808 175 0808 (freephone)

International: +44 131 297 6500

Lines are open Monday to Thursday, from 10 am to 4 pm (except Scottish public holidays)

Email: apply@redress-scheme.scot

If you're a British Sign Language user, you can use the contactSCOTLAND-BSL service to phone us on 0808 175 0808. Please see <https://contactscotland-bsl.org/> for information on how to use the service.

From: casemanagement@inslaw.co.uk

Sent: 24 July 2026 10:24

To: <apply@redress-scheme.scot>

Subject: Fw: INS Law - Our Reference: 101152

From: Casemanagement

Sent: Friday, July 24, 2026 10:02 AM

To: apply@redress-scheme.scot <apply@redress-scheme.scot>

Subject: INS Law - Our Reference: 101152 Dear Sir/Madam **Our Reference:** 101152 **Our Client:** Mr Frank Wotherspoon Please find enclosed herewith:

1. Part 1 Redress Application Form
2. Part 2 Redress Application Form
3. Signed Letter of Authority

We would be grateful if you are able to acknowledge receipt of this application, and we look forward to receiving the resulting APP number in due course. Please ensure all correspondence is directed to casemanagement@inslaw.co.uk and we would be grateful if you could quote the aforementioned reference number on all correspondence. Should you require any further information, please do not hesitate to contact us. Yours faithfully INS Law