



Outlook

INS Law - Scottish Redress Enquiry

From Casemanagement <casemanagement@inslaw.co.uk>

Date Thu 7/30/2026 10:19 AM

To colinkerr881@gmail.com <colinkerr881@gmail.com>

Hi Colin,

My apologies that we missed the call that was booked yesterday. Unfortunately, Aaron was dealing with an urgent matter and was unable to call.

He has now passed the matter over to me, so I'm getting in touch to arrange another suitable time for the initial call.

I completely understand the circumstances and appreciate that you don't want to cause Nadia any unnecessary stress. We will, however, need to have an initial call with Nadia to cover all compliance information. In this situation, we can call you directly, and as long as Nadia is with you during the call, that will be absolutely fine.

We will also need to take the initial statement during this call from Nadia. Once this has been completed, we can direct future communication regarding Nadia's application to you, with the exception of her full witness statement, which will need to be taken from Nadia later in the process.

We also sent an email to Nadia's email address on **27/07** regarding the authority, and the information above. If you could please pass this on to Nadia and ask her to check that all of the information is correct, we would be very grateful.

Please let me know how you would like to proceed, and if you could suggest a suitable day and time for the call, I'll be happy to arrange it.

I look forward to hearing from you.

Kind regards,

Francesca
INS Law