
Our Reference: 100207 - Mr G McClymont

From james.taylor@mmalegal.co.uk <james.taylor@mmalegal.co.uk>

Date Thu 2026-07-23 3:50 PM

To Alice McClymont <alicemcclymont@yahoo.co.uk>

Dear Alice, (On behalf of Gavin McClymont),

Re: Identity Verification for Your Scottish Redress Application

We are writing to advise you of an identity verification requirement that must be completed before Scottish Redress can release any payment to you.

The verification will be completed by way of a short video call between you and the Director/Head Solicitor of our firm. During the video call, you will be asked to:

- Show your face clearly on camera;
- Hold your photographic identification beside your face; and
- Allow the Director/Head Solicitor to confirm that the photograph on the identification is a true likeness of you.

Please ensure that you have your original, valid photographic identification available for the call. This may include a passport, driving licence or another form of photographic identification previously agreed with us.

Once your identity has been verified, a copy of your identification will be certified and stamped using the firm's official stamp. The certified document will then be sent to Scottish Redress as confirmation that your identity has been authenticated.

The video call should only take a few minutes. No recording of the call will be made unless this has been discussed with you in advance and you have provided your consent.

A member of our team will contact you to arrange a suitable date and time for the video call. Please let us know as soon as possible if you do not have access to a device with a camera, require assistance joining the call, or do not currently have valid photographic identification.

It is important that this verification is completed promptly, as Scottish Redress may be unable to release any payment until the required identity checks have been completed.

Should you have any questions regarding the process, please contact our office and a member of the team will be happy to assist you.

Yours sincerely

James Taylor
Claims Operations Manager

E: james.taylor@mmalegal.co.uk
T: 0161 563 0816



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