

Deanna Bradshaw

From: jessica.32@redress-scheme.scot
Sent: 03 July 2026 13:19
To: Support - Aiker Legal
Subject: James Milne redress application APP121595

Good afternoon,

Apologies for the delay on this, the waiver was received but the manual step for initiating the payment was missed initially.

James contacted us directly yesterday to check in regarding the payment himself and this is where we confirmed the payment process would be initiated after the call. We advised payment should be with him within 10 working days. He consented to us posting out an updated version of the payment confirmation letter as well so he has that information in writing.

Kind regards,

Jess

Case Worker

Scotland's Redress Scheme

If you need to discuss the contents of this email, please contact Scotland's Redress Scheme by replying to this email or calling the numbers below:

Telephone: 0808 175 0808 (freephone)
International: +44 131 297 6500

Email: apply@redress-scheme.scot

Next of Kin applicants should call:

Telephone: 0808 281 7777 (freephone)
International: +44 131 244 2542
Lines are open Monday to Thursday, from 10 am to 4 pm (except Scottish public holidays)

Email: nextofkinteam@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: support@aikerlegal.org
Sent: 03 July 2026 09:44
To: <jessica.32@redress-scheme.scot>
Subject: James Milne redress application APP121595

Good morning Jess

I'm just checking if the payment for James has been processed please as his signed waiver was received on the 24th of June but he said nothing has been received yet? Another survivor we're assisting has received his, but his signed waiver was returned after James's was received so I'm just messaging to get confirmation that it's in the system. I know it can take up to 10 days but wasn't sure if this was working days or including weekends?

If you could look into this for me please I'd be very grateful.

Kind regards

Deanna Bradshaw

Aiker Legal Support Team

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