

Mrs A L Ruffell
6 Crozier Terrace
Chelmsford
CM2 6YW

Your reference

Our reference

Date

CSCPC/CT

2 October 2014

Individual Retirement Plan Number(s): 7001096L-RPP

Dear Mrs Ruffell

Zurich Assurance Ltd

Claims Service Centre
The Grange
Bishops Cleeve
Cheltenham
Gloucestershire
GL52 8XX

Telephone: 08702 416974

We may record or monitor calls
to improve our service

Fax: 08702 434815

Thank you for your recent request.

I enclose a transfer claim form and all the plan information needed to transfer the existing pension benefits for investment with another pension provider.

The transfer pack is only designed to transfer benefits for investments with another provider. It's not designed to transfer benefits to another provider to exercise an Open Market Option (OMO) in order to take immediate retirement benefits. If you want to take immediate retirement benefits, please ask for a retirement pack to ensure compliance with the current legislation.

Please be aware that when you transfer money from one pension provider to another, there'll be a period of time when your funds are no longer invested. This is known as being 'out of the market'. When we pay your transfer value to your new provider, your money will be out of the market until they reinvest it in the funds you've chosen with them. Your new provider will simply reinvest the same amount of money we pay them. We're not able to say how long this period will be, but you should be aware that you'll not benefit from any gains if the market rises while you're out of it.

Other pension provider's application forms

It's not our policy to complete other providers' application forms. I've enclosed the transfer value, this will be updated and sent again when the benefits are transferred to the new pension provider.

Current payments into the plan

Regular payments shouldn't be cancelled until we've confirmed in writing that the benefits have been transferred to the new pension provider. This is because we must ensure that the last payment has been included in the transfer payment.

Zurich Assurance Ltd
Authorised by the Prudential Regulation
Authority and regulated by the
Financial Conduct Authority and the
Prudential Regulation Authority

Registered in England and Wales under
company number 02456671

Registered Office:
The Grange
Bishops Cleeve, Cheltenham
GL52 8XX

What we need to transfer the pension benefits

To transfer the pension benefits to another pension provider we need the enclosed transfer claim form to be fully completed, signed and returned to us at:

Claims Service Centre
The Grange
Bishops Cleeve
Cheltenham
Gloucestershire
GL52 8XX

We'll return the form if it's not fully completed and signed when we receive it.

What we'll do when we receive all our requirements

We'll process the transfer when we receive the fully completed transfer claim form and any requirements. We'll then send the following to the new provider:

- the transfer payment
- the information needed to complete the transfer.

Other things you may need to consider**Bankruptcy**

It's important to let us know if you've been declared bankrupt since taking out this pension plan, because we've a legal obligation to inform the Trustee in Bankruptcy/Official Receiver if you're taking your benefits. Please provide a copy of the bankruptcy order and let us know the full name, address and telephone number of the Trustee in Bankruptcy/Official Receiver if you've been declared bankrupt.

Divorce

You must let us know if this plan forms part of a divorce settlement, as if there's a Court Order in connection with such a settlement this will affect the pension benefits you're entitled to. This also applies where a Court Order is anticipated but hasn't come into effect. Where any payment of pension benefits is made other than in accordance with such an Order we may have to try and correct the position, so that the Order is complied with, by seeking to recover some or all of the money paid.

If you've any questions, please call us on 08702 416974. Our lines are open from 8am to 6.30pm Monday to Friday and 9.30am to 12.30pm on Saturdays – we'll be happy to help.

Yours sincerely



Sam Campbell
Claims Service Centre
Customer Operations

Transfer request - confirmation

Plan number:

7001096L

Plan holder:

Mrs A L Ruffell

We will not continue to consider your transfer request until we have received confirmation from you. If you want us to continue considering your request, please answer the question(s), tick the box, sign and date below and return one copy of this letter to us in the pre-paid envelope supplied.

If you have received advice in relation to the transfer, please confirm the name of the adviser/company who provided the advice.

.....SIMON MARZEL, ADVANCED FINANCIAL SOLUTIONS.....

Have you been told you can access your pension before the age of 55?

.....NO.....

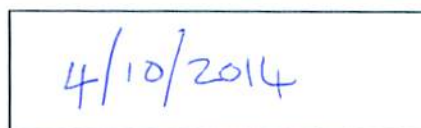
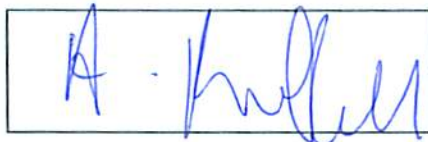


Please continue to consider my transfer request.*

*We will refuse to process a transfer request if a payment to the receiving scheme could be considered to be an unauthorised payment by HMRC or if it does not meet other statutory requirements.

Signature:

Date:



Further reading

- The Pensions Regulator's website, www.thepensionsregulator.gov.uk contains useful guidance about this subject.
- Our website (www.zurich.co.uk/life/pensions/pension_liberation) has further information including links to comments and views from regulators and the media.

Mrs A L Ruffell
6 Crozier Terrace
Chelmsford
CM2 6YW

Your reference

Our reference

Date

CS/CT

2 October 2014

Plan number(s): 7001096L

Zurich Assurance Ltd

Customer Servicing
PO Box 905
Bishops Cleeve
Cheltenham
Gloucestershire
GL52 8XZ

Telephone: 08705 143624

We may record or monitor calls to
improve our service

Fax: 08702 434807

E-mail: life.cspensions@uk.zurich.com


Dear Mrs Ruffell

I refer to a recent request from Bespoke Pension Services. I'm sending the reply to you, as we don't have the written authority on our records to deal directly with them. If you would like information to go direct to them in the future, please provide the appropriate written authority.

We have enclosed a copy of the letter sent to you dated 30 July 2014 and an up to date transfer form and pack.

If you've any questions, please call us on 08705 143624. Our lines are open from 8am to 6.30pm Monday to Friday and 9.30am to 12.30pm on Saturdays – we'll be happy to help.

Yours sincerely



Sam Campbell
Customer Servicing
Individual and Group Business
Customer Operations

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Mrs A L Ruffell
6 Crozier Terrace
Chelmsford
CM2 6YW

Your reference

Our reference

Date

CSCPC/DS
30 July 2014

**WARNING: YOUR PENSION COULD BE AT RISK -
BECAUSE OF THIS WE MAY DECIDE NOT TO
ACTION YOUR TRANSFER REQUEST**

Individual Retirement Plan Number(s): 7001096L-RPP

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The Grange
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Gloucestershire
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Dear Mrs Ruffell

Thank you for asking us to transfer your pension benefits to Angela Ruffell Family Pension. Before we consider your request further we would like to help ensure you are not being misled into transferring when it is not in your best interest to do so.

Unscrupulous firms are currently persuading people to transfer their pension fund into a new pension scheme so they can take their pension cash immediately. But under HM Revenue & Customs (HMRC) rules you cannot take any of your pension fund before age 55 (except in very specific cases which apply to very few people) or in a way that goes against pension regulations.

To try and help protect our customers from these so-called pension liberation scams, we are taking extra precautions when dealing with any request to transfer a pension to another scheme. And, if we believe the transfer payment to the receiving scheme could be considered to be an unauthorised payment by HMRC or if it does not meet other statutory requirements, we will refuse to process the transfer.

The Pension Regulator has issued the enclosed leaflet providing information on the warning signs you should look out for – please read it carefully

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Pension liberation – the impact on you?

If your pension fund is transferred to one of these arrangements:

- You risk significant tax charges, penalties and interest from HMRC – this could well be more than half of your pension savings.
- You are likely to pay very high charges, fees or commission payments, to the firm arranging the transfer.
- You will have much less (or no) income when you retire.
- Your fund may be invested in assets which are often high risk, located overseas and may not be subject to regulatory controls. If these investments fail, you may not have any means of obtaining compensation.

So, if you have not already done so, we recommend you seek advice from an appropriately qualified UK regulated financial adviser or solicitor with specialist knowledge of pension transfers.

If, after reading this letter and the enclosed leaflet, you wish us to continue considering your transfer request please complete and return the attached form in the prepaid envelope provided. You can, of course, request to transfer your pension to a different receiving scheme. Please be advised upon receipt of your response we may as part of our enhanced due diligence process contact HMRC to confirm the registration status of the receiving scheme. We expect this may take up to 3 months for HMRC to provide a response.

Please also note, because the transfer claim form received was signed and dated prior to the scheme being approved by HMRC we are unable to accept it. If you still want to proceed please complete and return the enclosed Transfer claim form with the transfer request confirmation.

If you've any questions, please call us on 08702 416974. Our lines are open from 8am to 6.30pm Monday to Friday and 9.30am to 12.30pm on Saturdays – we'll be happy to help.

Yours sincerely



Sam Campbell
Claims Service Centre
Customer Operations

Enclosures:

- The Pensions Regulator leaflet.
- Transfer request - confirmation
- Transfer claim form
- Pre-paid envelope.

Personal pension plan - transfer claim form

Please complete a transfer claim form for each plan to be transferred.

Section 1: Planholder personal details

Mrs A L Ruffell
6 Crozier Terrace
Chelmsford
CM2 6YW

Plan number(s): 7001096LRPP

Section 2: Details of benefits to be transferred

Non-protected rights only

**Section 3: Details of receiving scheme - to be completed by the receiving scheme**

Please note that, for the receiving scheme to accept the transfer, the planholder must be either a member of the receiving scheme, with the transfer being invested for the planholder, or the receiving scheme is the planholder's own plan.

Please place a tick in the box next to the receiving scheme type to where the benefits are to be transferred.

- 1: A pension scheme that was fully approved by the HMRC before 6 April 2006 and became a registered pension scheme on that date under Chapter 2, Part 4 of the Finance Act 2004, as amended ☐
- 2: A registered pension scheme under Chapter 2, Part 4 of the Finance Act 2004, as amended ☐

If the transfer includes former protected rights benefits, please confirm below the type of receiving scheme

.....

Section 4: Receiving scheme approval/registration - to be completed by the receiving scheme

Under what legislation is the receiving scheme approved?

What is the HMRC Approval/Registration number?

What is the appropriate scheme number (if applicable)

If the scheme doesn't have a HMRC Approval/Registration number, please indicate type of scheme

.....

Section 5: Payment details - to be completed by the receiving scheme

Receiving Scheme Correspondence Address

Name:
Address:
Postcode:
Contact name:

Name of receiving scheme

Receiving scheme authorised signatory Date

Print name

For cheque payments

Cheque payable to *:
Reference:

For BACS payments

Account name*:
Bank address:
Sort code:
Account number::
Reference:

* This must be the provider/insurer of the receiving scheme or, if there's no provider/insurer, the Scheme Administrator (for example, Trustees). If payment is to be made to the Scheme Administrator, documentary evidence showing the Scheme Administrator's link with the receiving scheme must be provided, for instance, a copy of the scheme's letter of approval/registration.

Section 6: Declaration - to be completed by the planholder

I understand that the final transfer value will be calculated on the next valuation date following receipt of all documentation and information required.

I accept that payment by Zurich, in accordance with this authority, shall constitute full satisfaction and discharge of all claims whatsoever, in law and in equity, and I undertake and agree to hold harmless and keep indemnified Zurich from and against all claims and demands of any person whatsoever by virtue of the said plan and all expenses arising there from.

I've not been made bankrupt since acquiring the plan.

Planholder's

Signature: 

Name: AL Ruffell

Date: 

If Section 5 of the claim form has been left blank by the receiving scheme please complete the following:

I wish to transfer my pension benefits to:

Receiving scheme name

Planholder's signature..... Date

Current value statement

Value of the plan

Non-protected rights

Current transfer value £8335.97

Please note:

- The above figures are based on unit prices at 1 October 2014.
- The unit linked fund prices vary daily. These prices may go down as well as up.
- To change your choice of funds, please contact us for a fund switch form.

Plan details

Planholder details

Name : Mrs A L Ruffell

Address : 6 Crozier Terrace
Chelmsford
CM2 6YW

Date of birth : 7 February 1965

National insurance number : NE453268A

Adviser details

Name : Mr Brendan Murton

Adviser address : 5th Floor
7 Birchin Lane
London
EC3V 9BW

HM Revenue & Customs (HMRC) plan approval details

Zurich - HM Revenue & Customs (HMRC)
Registration number : 00605308RW

Zurich - ASCON number : A7001282T

Plan summary

- | | | |
|--|---|---|
| Plan type | : | This payment is made from a registered pension scheme approved under Chapter 2 Part 4 of the Finance Act 2004 (as amended). |
| Investment type | : | This plan is unit linked and therefore its value will depend on a combination of the payments made and the performance of the selected pension funds. |
| Can the plan be surrendered for cash? | : | Under HMRC rules this pension plan can't be surrendered for cash. |
| Contracting out details | : | The planholder has never contracted out under this plan. |
| Guaranteed annuity rates | : | Guaranteed annuity rates don't apply to this type of plan. |
| Tax free cash | : | The tax free cash available will normally be up to 25% of the value of the fund. |
| Is this plan subject to Divorce proceedings? | : | Our records show that this plan isn't subject to the Matrimonial Causes Act 1973. |