



13 September 2018

American Express UK Pension Plan

Administered by
Buck (Bristol)
PO Box 319
Mitcheldean
GL14 9BF

Private and Confidential

Ms S Lunnon
Workplace Pension Trustees Limited
5300 Lakeside
Cheadle
Cheshire
SK8 3GP

Helpline: 0330 123 9584
Email: amexadmin@conduent.com

Our Ref: Amex/55802/MJC
Case ID:1306449

Dear Ms Lunnon,

American Express UK Pension Plan- Mrs Lisa J Jones – NA373920B

Further to previous correspondence, please find enclosed a copy of the letter issued to Mrs Jones.

We trust this is satisfactory, however, should you have any queries, please do not hesitate to contact us.

Yours sincerely

A handwritten signature in black ink, appearing to read "Melanie Cockwell".

Melanie Cockwell

Pensions Administrator

For and on behalf of the Trustees of the American Express UK Pension Plan

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13 September 2018

American Express UK Pension Plan

Administered by
Buck (Bristol)
PO Box 319
Mitcheldean
GL14 9BF

Private and Confidential

Mrs LJ Jones
Marchants Barn
Marchants Close
Hurstpierpoint
Sussex
BN6 9UZ

Helpline: 0330 123 9584
Email: amexadmin@conduent.com

Our Ref: Amex/55802/MJC
Case ID:1306449

Dear Mrs Jones,

American Express UK Pension Plan

We refer to your application to transfer your benefits in the Plan to the Elljess Investments Ltd Executive Pension Scheme (the **Receiving Scheme**).

We are writing to you to let you know that we remain unable to process your transfer request to the Receiving Scheme. The reason for this is set out below.

Background

We wrote to you on 27 February 2018 to inform you that we were unable to process your transfer request because we could not complete the first of our due diligence checks (i.e. to confirm that the Receiving Scheme is a registered pension scheme). A copy of this letter is enclosed for your reference.

Update

Since we last wrote to you, we have received various letters and emails from the trustee and administrator of the Receiving Scheme (previously PensionPractitioner.com and now Workplace Pension Trustees). We have been provided with screen shots from HMRC pension scheme online services which purport to show that the Receiving Scheme is a registered pension scheme. This is not conclusive evidence of the current status of the Receiving Scheme.

We wrote to HMRC again (in February 2018) to ask them to confirm that the Receiving Scheme is a registered pension scheme. In March 2018, HMRC responded to say that they are unable to provide this confirmation. A copy of this letter is enclosed for your reference. Without this confirmation from HMRC the Receiving Scheme cannot establish its registered status and, as explained in our letter dated 27 February 2018, we remain unable to progress your transfer request.

Why does this mean that your transfer request cannot be processed?

As you may be aware, you have a statutory right to transfer your benefits out of the Plan if certain conditions are met. However, this right does not apply if the transfer is not a 'recognised transfer' (here, a transfer to a registered pension scheme).

If the Plan made a transfer which was not a 'recognised transfer', that transfer payment would be unauthorised for tax purposes and you could be personally liable to pay Her Majesty's Revenue and Customs (HMRC) a tax charge of up to 55% of the amount transferred. The Plan could also be liable to pay a tax charge of a further 15% of the amount transferred. We should add that, as the Plan is a tax registered pension scheme, it would jeopardise its status if it were to pay a transfer which was not a 'recognised transfer', to the detriment of all its members and beneficiaries.

If you still want to transfer your benefits

If you do still want to transfer your benefits out of the Plan, you will need to either arrange for the Receiving Scheme to resolve the situation with HMRC so that HMRC will provide us with the required confirmation or choose a different receiving scheme which is able to do so.

As explained in our previous letter, once we have received the required confirmation from HMRC, we would then need to complete the remaining checks in our due diligence process.

More information

The Trustees would like to draw your attention to a new campaign, ScamSmart. The campaign was launched jointly by the Financial Conduct Authority (FCA) and The Pensions Regulator (TPR) to tackle pension scams. Victims of pension scams can lose their life savings, and be left facing retirement with limited income. The campaign website has more information about the tactics commonly used by pension scammers and steps to take to protect yourself from pension scams. You can visit the campaign website at <https://www.fca.org.uk/scamsmart/how-avoid-pension-scams>.

If you have general requests for information or guidance concerning your pension arrangements contact:

The Pensions Advisory Service

Telephone: 0800 011 3797

Website: www.pensionsadvisoryservice.org.uk

If you have any queries in connection with this letter, please do not hesitate to contact us.

Yours sincerely

Melanie Cockwell

Pensions Administrator

For and on behalf of the Trustees of the American Express UK Pension Plan

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Letter from Conduent dated 27 February 2018

Letter from HMRC dated 12 March 2018



**HM Revenue
& Customs**

J3183A009F9MAA0000017678001001387000

AMERICAN EXPRESS UK PENSION PLAN
BUILDING 12 UNIT D
VANTAGE POINT
BUSINESS VILLAGE
MITCHELDEAN
GLOUCESTERSHIRE
GL17 0DD



Scheme registration status

**Wealthy/Mid-sized Business Compliance
HM Revenue and Customs
BX9 1GH**

Phone 03000 519 617

Web www.gov.uk



Date 12 March 2018
Your Ref Amex/55802/CND

Elljess Investments Ltd Executive Pension Scheme

You asked for confirmation of the registration status of the pension scheme named above.

We only provide confirmation of registration status when both of the following conditions apply:

- the transferee scheme is registered with HM Revenue & Customs (HMRC) and is not subject to a deregistration notice
- at the present time the information held by HMRC does not indicate a significant risk of the scheme being set up or being used to facilitate pension liberation

At this time, one or both of these conditions do not apply. Therefore we are unable to provide the confirmation you have requested about the pension scheme.

This confirmation is given to help your scheme, as part of the process you are required to carry out, to satisfy yourselves whether or not a transfer should be made. This reply is based on information currently available to us.

Obtaining this reply should not be the only check carried out and relied upon when deciding whether or not to make a transfer. Further checks should be carried out.

Your rights and obligations

'Your Charter' explains what you can expect from us and what we expect from you. For more information, go to www.gov.uk/hmrc/your-charter

John Bhandal
HMRC Pensions

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D3183A059HE

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27 February 2018
Ref Amex / 55802

Private and Confidential

Mrs LJ Jones
Marchants Barn
Marchants Close
Hurstpierpoint
Sussex
BN6 9UZ

Dear Mrs Jones

American Express UK Pension Plan (the Plan)

We refer to your application to transfer your benefits in the above Plan to the Elljess Investments Ltd Executive Pension Scheme (the "**Receiving Scheme**").

Further to your letter dated 7 February 2018, we have spoken to the HMRC. They have confirmed that if a scheme is deemed not to be registered (which HMRC advised us was the case of Elljess Investments Ltd Executive Pension Scheme) the HMRC online Registry is not updated to reflect this. We are therefore unable to accept the prints of the registration details provided by the Receiving Scheme.

The HMRC have advised that to establish if the scheme is indeed now registered, we should write to them for confirmation. We have therefore written to them again today to request the Registration status of the Elljess Investments Ltd Executive Pension Scheme. Please note until satisfactory evidence is received from the HMRC that the Scheme is registered we are unable to progress with the Transfer.

Please note that even if the above confirmation is received, we would then need to complete further Due Diligence checks before we could confirm whether the transfer could proceed. Alternatively, you may wish to consider to transfer to a different recognised UK registered provider which may expedite the transfer process.

If you have any queries in connection with this letter, please do not hesitate to contact us.

Yours sincerely

Clare Neville-Dove
For and on behalf of the Trustees of the American Express UK Pension Plan

Email: amexadmin@conduent.com