

Mr Paul Fabian
Maesbrook Lodge
Church Road Meole Brace
SHREWSBURY
SY3 9HQ

19 July 2022

Dear Mr Fabian

Scottish Widows Retirement Account - 41283182

Thank you for your recent request for information regarding the transfer value of your Retirement Account.
Please find details below.

Transfer Value

Date of Valuation	19 July 2022
Transfer Value - Retirement Planning	£22,760.57
and	
Transfer Value - Retirement Income	£117,608.83
Total Transfer Value	£140,369.40

Notes

- 1 Any transfer values shown above are based on the latest information available to Scottish Widows, and are not guaranteed. Remember, the value of assets and investments can go down as well as up.
- 1 Exchange rate fluctuations can cause the value of investments denominated in foreign currencies to fall or rise.
- 1 We have assumed that the assets and investments held in your Account can be readily realised, and the proceeds received by Scottish Widows, by the date of transfer. If this cannot be achieved in practice, there may be a delay in payment of the transfer value.
- 1 With the exception of Adviser Charges, any other charges and expenses which cannot be collected from the relevant Control Account(s) will become a deferred charge. If there is a deferred charge in a relevant Control Account, it will automatically be settled from the disinvestments made into the Control Account to provide the transfer value. This will reduce the amount available to be transferred.

- 1 The actual transfer value will be calculated in accordance with your policy provisions, and will depend on the proceeds received from realising the assets and investments held in your Retirement Account. The value of assets and investments can go down as well as up, so the actual transfer value may be less or more than the value shown.
- 1 Any changes made to your Retirement Account before the actual transfer value is calculated may affect the transfer amount.

If you wish to proceed with a transfer, you will be required to complete the enclosed Declaration of Claim Discharge form. This should also be completed by the receiving pension scheme/provider. Once the form is completed, it must be returned to us so that we can arrange the transfer.

If you have any queries or would like to contact us, please call on 03457 166 733.

Yours sincerely



Gillian Bellshaw
Head of Function
Insurance Customer Delivery

Declaration of Claim Discharge - Scottish Widows Retirement Account for Retirement Income and Retirement Planning

Retirement Account Number : 41283182

Policyholder : Mr Paul Fabian

To transfer to another registered pension scheme you must read and complete sections A and C. You should then pass this to the receiving scheme/provider who must complete section B.

To transfer to a qualifying recognised overseas pension scheme you should contact us as we will require further documentation to be completed.

If you are entitled to transitional protection under Schedule 36 of the Finance Act 2004, you should speak to a financial adviser before proceeding.

A. Transfer Value

Date of Request 19 July 2022

Date of Valuation 19 July 2022

Transfer value – Retirement Planning £22,760.57

and

Transfer value – Retirement Income £117,608.83

Total Transfer Value £140,369.40

Is any part of this transfer to be a non-monetary (in-specie) transfer? Yes ☐ No ☐

Notes

- 1 Any transfer values shown above are based on the latest information available to Scottish Widows, and are not guaranteed. Remember, the value of assets and investments can go down as well as up, so the actual transfer value may be more or less than that shown above. The actual transfer value will be calculated in accordance with your policy provisions and will not be known until the date of transfer.
- 1 We have assumed that the assets and investments held in your Account can be readily realised, and the proceeds received by Scottish Widows, by the date of transfer. If this cannot be achieved in practice, there may be a delay in payment of the transfer value. Certain assets may be more difficult to realise than others, for example commercial property.
- 1 For some in-specie transfers, there may be a delay in making the transfer payment depending on the types of assets involved.
- 1 With the exception of Adviser Charges, any other charges and expenses which cannot be collected from the relevant Control Account(s) will become a deferred charge. If there is a deferred charge in a relevant Control Account, it will automatically be settled from the disinvestments made into the Control Account to provide the transfer value. This will reduce the amount available to be transferred. A transfer cannot proceed whilst there is a deferred charge outstanding in the relevant Control Account(s).

- 1 Any changes made to your Retirement Account before the actual transfer value is calculated may affect the transfer amount.

B. Receiving Scheme/Provider Details (To be completed by the receiving scheme/provider)

If there is more than one receiving scheme/provider please copy this form and arrange for each scheme/provider to complete Part B. Please also provide details of how the transfer value should be split. Note, transfers of Retirement Income benefits cannot be split between receiving schemes/providers.

- 1 For values of £500,000 or over, a cheque will be drawn in favour of the receiving scheme/provider.
- 1 For values of under £500,000 payment will be made electronically. If you would rather receive payment by cheque, please tick this box. ☐
- 1 For assets being transferred in-specie, we will arrange to transfer ownership of these assets to the receiving scheme/provider.

Name of Receiving Scheme/Provider

(The cheque will be made payable to this name)

Pension Scheme Tax Reference

Address

Postcode

Your reference to be quoted

(If blank, the Retirement Account policy number will be quoted)

Bank/Building Society Details (for electronic payments to receiving scheme/provider)

Name of Bank/Building Society*

Bank/Building Society*

Sort Code

Bank/Building Society* Account Name

*Transfer values will only be paid to a building society account that will accept BACS payments. If you are unsure, please check with your Building Society.

Receiving Scheme/Provider Declaration:

The amount to be transferred will be paid to (please tick):

- ☐ A registered pension scheme (as defined in Part 4 of the Finance Act 2004)
- ☐ A qualifying recognised overseas pension scheme (as defined in Part 4 of the Finance Act 2004)

We agree to accept a transfer payment from the Retirement Account detailed above.

Signed

Title/Designation

Date (dd/mm/yyyy)

(for the receiving scheme/provider)

C. Policyholder Declaration

Please read and complete this section in all cases.

You should be aware that:

- 1 You may lose any Protected Tax-free Cash Sum on transfer.
- 1 If you have applied to HMRC for Enhanced or Fixed Protection, this may be lost unless the transfer is a permitted transfer.
- 1 If you have applied to HMRC for a protected retirement age, this may be lost on transfer.

Should you have any queries relating to the above please seek financial advice.

Declaration

I authorise the payment of the amount to be transferred to the pension scheme/provider detailed above.

This authority will act as my discharge to Scottish Widows in respect of all sums and assets included in the amount to be transferred, as soon as the amount to be transferred is paid to the receiving scheme/provider.

Signed

Date (dd/mm/yyyy)

(Policyholder's signature)

Address to be returned to:

Scottish Widows
Retirement Account Team
PO Box 24169
69 Morrison Street
EDINBURGH
EH3 1HH



Mr Paul Fabian
Maesbrook Lodge, Church Road
Meole Brace
SHREWSBURY
SY3 9HQ

Scottish Widows
PO Box 24171
69 Morrison Street
EDINBURGH
EH3 1HL

Tel: 0345 7166 733

Lines are open 8am to 6pm,
Monday to Friday.

19/07/2022

OUR REFERENCE: CT-1156697
Retirement Account: 41283182

Dear Mr Fabian,

WE NEED YOU TO THINK CAREFULLY ABOUT YOUR REQUEST TO TRANSFER YOUR PENSION



- You've asked us to transfer your pension and you could be at risk of a pension scam.
- We need you to read this letter and the enclosed leaflets carefully, and then decide if you'd still like to go ahead with your transfer request.
- If you return the information and evidence we'll check to see if we can go ahead with your transfer request.

You've asked us to transfer your pension to Fabian Pension Scheme and your pension could be at risk of a pension scam. We need to make you aware of the risks of potential pension scams when transferring your pension, and get some more information and evidence from you if you decide to proceed with the transfer. Please read this letter, the important information and enclosed leaflet carefully, and then decide if you'd still like to go ahead with your transfer request.

NEXT STEPS

- Read the information in this letter, the important information and the enclosed leaflet.
- If you decide you don't want to go ahead, or change your mind about the pension scheme you'd like to transfer to, call us to let us know. If you do want to go ahead, please sign and complete the enclosed 'Transfer request – information form' and send it to us by 03/08/2022 along with any other supporting evidence the form asks you for.
- Once we've received everything we need we'll let you know what will happen next. Depending on what you tell us we may need to write to HM Revenue and Customs (HMRC), ask you to speak with MoneyHelper, the government's free impartial guidance service, or we may not be able to transfer your pension.

We've provided you with more information about pension transfer rules, and what might happen next over the page, and enclosed additional information about pension scams and how they might impact you.

YOUR CURRENT PENSION PLAN

We've sold your holding of £ 143,323.58 in the funds your pension invests into the Control Account. If you remain invested in the Control Account inflation could effectively reduce the value of your plan. If you would prefer to invest these amounts until our checks are complete please contact us.

YOUR PENSION TRANSFER MAY NOT GO AHEAD

To transfer your pension, the transfer must meet certain statutory conditions. If those conditions aren't met then you may lose the right to transfer.

There are some pensions where, even if the statutory conditions are not met, you'll still have the right to transfer. We'll let you know if this applies to you. There are also very limited circumstances where we may allow a transfer to go ahead, where

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the statutory conditions aren't met and there is no right to transfer. This would be at our discretion.

The statutory conditions are set under The Pension Schemes Act 1993. You can find more information about pension transfers by visiting www.gov.uk/transferring-your-pension

WHAT COULD HAPPEN NEXT

If you tell us you'd like to go ahead with your transfer, there are some extra checks we might need to do:

- We may ask you to make an appointment with MoneyHelper for free guidance specific to pension transfer scams, and provide us with evidence that you've spoken with them.
- We may contact HMRC to check the receiving pension scheme is registered with them. It can take time to receive this information.
- If the transfer is to a pension scheme based overseas, we'll check to see if it's a Qualifying Recognised Overseas Pension Scheme (QROPS). HMRC rules set out whether a pension is a QROPS.
- We'll check whether you have a legal right to transfer your pension.
- We might ask you to sign a transfer indemnity, confirming you've understood the full implications of going ahead with your transfer.

Once we've completed our checks, we'll be able to confirm whether we can go ahead with your transfer. We'll keep you updated by writing to you regularly.

ADVICE AND GUIDANCE

If you'd like to talk about your pension with a financial adviser or would like to find an adviser near you, you can get information at www.unbiased.co.uk or you can call 0800 023 6868. Advisers normally charge for advice.

WE'RE HERE TO HELP

If you have any questions or need more information you can call us on **03457 166 733** (local rates apply). We're open Monday to Friday, 9am to 5pm. Please have your plan number to hand if you call.

Yours sincerely

Shannon Mulligan

Shannon Mulligan
Customer Advisor
Retirements Front and Back Office

[Enclosed: [The Pensions Regulator leaflet](#) and [Your Transfer Request - Information Form](#)]

If you would like a Braille, large print or audio version of this document, please contact us.

We work hard to keep your personal data secure, which includes regularly reviewing our privacy notice. When there's an important change we'll remind you to take a look, so you're aware how we use your data and what your options are. Please review the latest privacy notice at www.scottishwidows.co.uk/legal/privacy or ask for a copy on 0345 300 2244.

	Pension Scams – Important Information
What is a pension scam?	<p>A pension scam is an arrangement that could allow benefits to be paid out before the current minimum pension age of 55, or promises to pay out more cash tax-free than HM Revenue & Customs (HMRC) allow after the age of 55. In 2028, the government is expected to increase the age from which pension benefits can be taken to 57 from 55 with some limited exceptions. There are other types of scams, for example pension investment scams.</p> <p>To protect our customers from potential pension scams (also known as pension unlocking, pension liberation or pension busting) we've increased our checks and we're taking extra precautions when dealing with any request to transfer a pension to another scheme.</p>
The impact on you	<p>If you don't fully understand the pension scheme you're transferring to, you might suffer financially. Some risks could be:</p> <p>Charges and tax</p> <ul style="list-style-type: none"> Under current HMRC rules you can't access your pension plan before age 55 (except in very specific cases, for example, if you're too ill to work) or in a way that goes against pension regulations. If you claim your pension benefits in a way that is against pension regulations, you risk significant tax charges, penalties including interest from HMRC. This means you might have to pay more than half of your pension savings in charges. This extra tax charge could apply for several years, even if you transfer to a pension scheme outside the UK, or you leave the UK permanently. In 2028, the government is expected to increase the age from which pension benefits can be taken to 57 from 55 with some limited exceptions. If you transfer your pension overseas to a Qualifying Recognised Overseas Pension Scheme (QROPS) and take a payment from that scheme while you are a UK resident there could be additional tax charges to pay to HMRC. If you transfer to a QROPS your pension won't be covered by the Financial Services Compensation Scheme (FSCS). For more information on overseas pension schemes you can visit www.gov.uk/government/collections/overseas-pension-schemes You may have to pay very high charges, fees or commission payments to the firm arranging the transfer. <p>Investments</p> <ul style="list-style-type: none"> Some firms try to get people to invest in assets that are high risk and are unregulated, or offer people loans or cash incentives. If these firms give misleading information, this could mean fraudulent activity has taken place. You may have been promised high returns on your investment (a promise of a return of over 8% a year would be considered high). If these investments don't perform as promised, you might not be able to get compensation. You could be at risk of reducing or losing your retirement savings. <p>Advice</p> <ul style="list-style-type: none"> If the firm or adviser you've spoken with isn't registered with the Financial Conduct Authority (FCA) you're not covered by the Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS). You can find out if a financial adviser or business is regulated with the Financial Conduct Authority by checking the Financial Services Register online at register.fca.org.uk

YOUR TRANSFER REQUEST

INFORMATION FORM



You should complete this form in full if, after reading our letter and the enclosed leaflets, you decide you'd like to go ahead with your transfer request.

Please return this form, and any other evidence we need, to the address on the front page of our letter. You must complete and return this form to us yourself. We can't accept the form, or any evidence, if it's sent to us by a 3rd party who we're not allowed to accept it from under legislation (for example, your financial adviser).

We'll review your form and any evidence you send us and let you know what will happen next.

Depending on what you tell us we may need to write to HMRC and/or ask you to speak with MoneyHelper, the Government's free guidance service. We may not be able to go ahead with the transfer if it doesn't meet certain statutory conditions set out under the Pension Schemes Act 1993.

If you've changed your mind and want to cancel the transfer, or you want to transfer to a different pension scheme than the one you told us about, please call us.

Your Plan number:	
Your name:	
Your signature:	
Date:	

<input type="checkbox"/>	Tick this box to confirm that you would like us to consider your transfer request.
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YOUR PENSION TRANSFER REQUEST

You should do your own checks so you're satisfied that the transfer you want to do is appropriate for you and your pension. The questions on this form should help you think about your decision to transfer.

Before returning this form please think about:

- What you know about the proposed investments for your new scheme.
- Whether you fully understand the risks involved.
- How quickly you could access these funds if you decided to take your retirement benefits, or transfer them again.
- Whether your financial adviser, or the business you're dealing with, is regulated with the FCA and authorised to give advice on pension transfers and/or investments. You can check the Financial Services Register at www.fca.org.uk/consumers/finding-adviser

If you'd like to transfer overseas please think about:

- If you know why you're transferring overseas instead of staying in the UK. For example, is the scheme based in the country where you normally live? Is it run by your employer?
- How pension schemes are run in the country you want to transfer to, and any additional risks that could be linked to being invested overseas.

For more information on overseas pension schemes you can visit www.gov.uk/government/collections/overseas-pension-schemes

SECTION 1:

YOUR DECISION

You must answer all questions in this section

1. What do you want to achieve through this transfer that you cannot achieve in your Scottish Widows plan?

Please tell us more about how you have made the decision to transfer.

For example:

- How have you checked that you fully understand the risks involved?
- Have you been offered a wide range of investments?
- Has the scheme you want to transfer to, its administrator or its representative determined that you are a 'sophisticated investor'?

You must answer all questions in this section

2. Were you approached about transferring your pension?

For example you could have been approached by letter, email, text message or social media (e.g. Facebook, LinkedIn).

If yes

a) How were you first contacted (e.g. Facebook, LinkedIn)?

b) Did you give prior consent for them to contact you, for example, through an online contact form?

c) Who contacted you? Can you tell us their:

- Name:
- The name and address of the company they work for:

d) Did you know, or have any business relationship with them previously?
If yes please explain how you knew them:

e) Is this person/company associated with your current pension scheme (e.g. your employer)?

f) Were any of the following terms mentioned?

- A free pension review:
- Early access to your money before the minimum retirement age (currently 55):
- A cash loan until you reach retirement age:
- A tax-free lump sum higher than 25% of your pension:
- Your relatives would lose your pension fund in the event of your death if you stayed in your current pension:

If no

g) How did you find out about the pension scheme you'd like to transfer to (e.g. internet search, advert in a magazine or newspaper)?

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

SECTION 3:

BACKGROUND TO THE TRANSFER REQUEST

You must answer all questions in this section

3. What type of pension scheme are you requesting to transfer to? (for example, a personal pension)

If you don't know the answer to this question, please send us copies of any documents you've received from the pension scheme.

4. What have you been told about receiving a cash payment, bonus, commission or loan as a result of transferring your benefits?

5. What have you been told about the consequences of accessing any part of your pension fund before the current minimum retirement age of 55 (other than on grounds of ill-health)?

6. What promises have you been given about any specific or guaranteed rates of return that your transferred pension fund will achieve in the receiving pension scheme?

7. Were you told that you could take advantage of a loophole, a 'time-limited' offer or receive a higher tax-free lump sum as a result of transferring?

Yes No

8. Have you been speaking with a financial adviser, or an adviser who works for a company?

Yes No

If **yes**, please let us know the following details:

- Adviser's name
- Company they work for (if applicable)
- Their FCA registration number
- Website (if applicable)
- Business address

- Are they authorised to give financial and pension transfer advice? You can check that a financial adviser or business is regulated with the FCA, and are authorised to give pension advice, by checking the Financial Services Register at www.fca.org.uk/consumers/finding-adviser

Yes No

You must answer all questions in this section

- | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| 9. Did your adviser direct you to the FCA ScamSmart website www.fca.org.uk/scamsmart/how-avoid-pension-scams ? | Yes | No |
| 10. Did you receive a formal advice or Suitability Report which is specific to you and your circumstances and covers your attitude to risk and the investments that will be made on your behalf? | Yes | No |
| 11. Is the adviser you're speaking with registered outside of the UK?
If yes , please confirm: | Yes | No |
| <ul style="list-style-type: none"> Who has registered them to provide you with financial or pension transfer advice? What was your previous relationship with them? | | |
| 12. Has your adviser warned against this transfer?
If yes can you explain why you wish to proceed against that advice? | Yes | No |
| 13. If you've not had any financial advice from a regulated financial adviser, please tell us your reasons for wanting to go ahead with this transfer without advice? | | |
| 14. Have you received promotional material or information about the scheme you want to transfer to?
If yes , please send us copies. | Yes | No |
| 15. Have you received any official documentation during the transfer process? For example, Key Features, Illustration.
If yes , please send us copies.
If no , how have you received information (e.g. by telephone)? | Yes | No |

You must answer all questions in this section

16. Has a courier been sent to your home to collect signed documents?

Yes

No

If yes, please give full details of the number of times, and the reasons, a courier was sent to your home during the transfer process:

17. Have you been, or do you feel that you've been, pressured by anyone to make a quick decision about transferring your pension (for example, repeat phone calls, texts and emails)?

Yes

No

If yes, please give us full details:

18. Have any transfer requests for other pension plans (which you may have with other providers or administrators) to this scheme been refused?

Yes

No

If yes, please confirm which providers or administrators refused to make the transfer or transfers and the reason for their refusal:

SECTION 4:

PENSION INVESTMENTS AND CHARGES

You must answer all questions in this section

- | | Yes | No |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| 19. Have you been given information about the type and range of investments available in the scheme?

If yes , please confirm the options available: | | |
| 20. Will you be invested overseas?

If yes , please confirm the details: | | |
| 21. Will your investment have a set growth rate or a growth rate that is expected to be over 8% per year?

If yes , please confirm the details: | | |
| 22. When the transfer payment is made, will the payment be held in a cash account? | | |
| 23. Do any of the investment scams included on the FCA warning list at www.fca.org.uk/scamsmart/types-investment-and-pension-scams sound like the type of investments you have been offered?

If yes , please let us know which types: | | |
| 24. How will the transfer payment be invested? | | |
| 25. Will any of your transfer payment be used to purchase an offshore investment bond?

You can read more about this by visiting www.fca.org.uk/news/news-stories/transferring-switching-uk-pensions-international-self-invested-personal-pensions | | |

You must answer all questions in this section

26. Will there be any investments based in the United Kingdom (UK)?	Yes	No
If yes , are all of the UK investments regulated by the Financial Conduct Authority (FCA)?	Yes	No
27. Do you have a separate investment company to manage your investments?	Yes	No
If yes , please confirm:		
• What country that company is based in		
• What is their business address		
• Are they authorised by the FCA?	Yes	No
28. Will any of your investments have an exit penalty if you wish to access or transfer the investments within an agreed period of time? For example, within five or ten years.	Yes	No
If yes , please confirm the details of this penalty:		
29. Do you know what the costs and charges are for your new arrangement?	Yes	No
If yes , please let us know the:		
• fees applied to a transfer	£	
• fees to join the investment	£	
• charges applied to your investments, whilst they are invested (this can be a fixed fee or a percentage of the total sum invested)	£	
• other extra charges that may apply to your investments	£	
30. Has your Scheme Provider given you details of all the charges which will be made within the pension, including in relation to any offshore bonds and underlying investments?	Yes	No
31. Are you aware of how the fees you will be charged compare with the fees that apply under our current pension arrangement?	Yes	No
32. Have you been given any information about the investments, rates or return or fee structure in writing?	Yes	No

SECTION 5:

INFORMATION ABOUT THE SCHEME YOU'D LIKE TO TRANSFER TO

You must answer all questions in this section

33. Is the scheme you want to transfer to a contract-based/personal pension scheme/Self Invested Personal Pension (SIPP)?	Yes	No
If yes , answer the question below.		
a) What is the scheme provider's Financial Conduct Authority (FCA) registration number? You can find this on their letterhead. It will be at least an eight digit number.		
34. Is the scheme you want to transfer to an Occupational Pension Scheme?	Yes	No
If yes , answer the questions below.		
a) Is your employer (the employer who set up the scheme) actively trading?	Yes	No
b) What is the name of your employer?		
c) What is the address of your employer?		
d) Is your employer going to make contributions to the scheme you want to transfer to?	Yes	No
e) What is the name of the individual or company providing day-to-day administration services for the scheme you want to transfer to? If you don't know please tell us the names of the individuals or companies you've had information from since you requested to transfer.		
35. Is the scheme you want to transfer to a Small Self-Administered Scheme (SSAS)?	Yes	No
If yes , answer the questions below.		
a) Have you been asked to set up your own company in order to make this transfer?	Yes	No
If yes , can you provide more details about this company and your role in it?		
b) What is the name and address of the company you've established the SSAS through?		
c) Is the company actively trading?	Yes	No

You must answer all questions in this section

d) Are you a trustee of the SSAS?	Yes	No
e) What is the name of the individual or company providing day-to-day administration services for the scheme you want to transfer to? If you don't know please tell us the names of the individuals or companies you've had information from since you requested to transfer.		
f) Is the company setting up the scheme going to make contributions to the scheme you want to transfer to?	Yes	No
36. Is the scheme you want to transfer to a Qualifying Recognised Overseas Pension Scheme (QROPS)?	Yes	No
If yes , answer the questions below.		
a) Have you been resident in the same country or territory as the Scheme for at least six months?	Yes	No
b) If no , do you reside in or intend to move to that country?	Yes	No
c) What is the name of the individual or company providing day-to-day administration services for the receiving scheme? If you don't know please tell us the names of the individuals or companies you've had information from since you requested to transfer.		
d) Which country are they based in?		
e) What is their address?		
f) Is your employer going to make contributions to the receiving scheme?	Yes	No

If the scheme you want to transfer to is a:

- | | |
|-------------------------------------------------------------------------------------------------|--------------|
| • Qualifying Recognised Overseas Pension Scheme (QROPS) | List 1 |
| • Qualifying Recognised Overseas Pension Scheme (QROPS) which is also linked to your employment | List 1 and 2 |
| • Occupational Pension Scheme (OPS) | List 2 |
| • Small Self-Administered Scheme (SSAS) | List 2 |

Please send us the evidence required from the appropriate list or lists.

LIST 1

We need to see:

- a copy of your formal residency documentation in the country or territory concerned;
- plus at least two documents that confirm:
 - you are resident in the same country or territory where the QROPS is established
 - you have lived there for a continuous period of at least six months before we received your request to transfer (for example, bank account or credit card statements, utility bills, insurance documents, your driver's licence, evidence of paying tax, registration with a doctor).

Any documents which aren't in English must include certified translations.

LIST 2

We need a letter from your employer that confirms:

- the employer is a sponsoring employer of the receiving pension scheme;
- you are employed by them;
- the start date of your employment (this should be continuous employment);
- confirmation that the contributions shown in the schedule of contributions have been paid, and the dates of those payments.

We also need to see copies of all of the following documents:

- a schedule of contributions, or payment schedule, which shows;
 - separate entries for the pension contributions paid to the receiving scheme for the last three months (excluding additional voluntary contributions). These may have been paid by, or on behalf of, you and your employer, or your employer only;
 - the dates those contributions were due to be paid.
- payslips, or other evidence of your pay in writing (for example, a P60, company dividends certificate or a letter from your accountant detailing your income). This should show the amounts paid to you for the last three months;
- personal bank or a building society statements, or a building society passbook, that shows your pay for the last three months;
- a copy of the scheme rules and the trust deed, including any subsequent deeds (e.g. amendments, appointments). You can get copies of those documents from the scheme administrator.

If you're a UK national or resident, you can get documents certified at any Lloyds Bank, Halifax or Bank of Scotland branch free of charge. If you visit one of our branches, please take our letter and form asking for certification of your documents with you.

You can also get your documents certified by a:

- UK Solicitor
- UK employee of a bank or other regulated financial institution
- Financial Conduct Authority (FCA) regulated financial adviser or broker or any of the adviser's employees
- Certified or Chartered Accountant



If you've decided you'd like to transfer please make sure you've answered every question on this form in full. Then sign the front of the form, ticking the box to confirm you'd like to go ahead.

You can return this form, along with any other evidence we need, to the address on the front page of our letter.

We won't continue to consider your transfer request until we receive this form and any additional evidence we've asked for.

Don't let a scammer enjoy your retirement



Find out how pension scams work, how to avoid them and what to do if you suspect a scam.



Scammers can be articulate and financially knowledgeable, with credible websites, testimonials and materials that are hard to distinguish from the real thing. Scammers design attractive offers to persuade you to transfer your pension pot to them or to release funds from it. It is then invested in unusual and high-risk investments like overseas property, renewable energy bonds, forestry, storage units, or simply stolen outright.

Scam tactics include:



- contact out of the blue



- promises of high / guaranteed returns



- free pension reviews



- access to your pension before age 55



- pressure to act quickly

If you suspect a scam, report it

- Report to the Financial Conduct Authority (FCA)

by contacting their Consumer Helpline on **0800 111 6768** or using the reporting form at www.fca.org.uk

- Report to Action Fraud

on **0300 123 2040** or at www.actionfraud.police.uk

- If you're in the middle of a transfer,

contact your provider immediately and then get in touch with The Pensions Advisory Service (TPAS) at www.thepensionsadvisoryservice.org.uk

Four simple steps to protect yourself from pension scams

1

Reject unexpected offers

If you're contacted out of the blue about your pension, chances are it's high risk or a scam. Be wary of free pension review offers. A free offer out of the blue from a company you have not dealt with before is probably a scam. Fortunately, research shows that 95% of unexpected pension offers are rejected.*

2

Check who you're dealing with

Check the [Financial Services Register \(www.register.fca.org.uk\)](http://www.register.fca.org.uk) to make sure that anyone offering you advice or other financial services is FCA-authorised.

If you don't use an FCA-authorised firm, you also won't have access to the Financial Ombudsman Service or the Financial Services Compensation Scheme. So you're unlikely to get your money back if things go wrong. If the firm is on the FCA Register, you should call the Consumer Helpline on 0800 111 6768 to check the firm is permitted to give pension advice.

Beware of fraudsters pretending to be from a firm authorised by the FCA, as it could be what we call a 'clone firm'. Use the contact details provided on the FCA Register, not the details they give you.

3

Don't be rushed or pressured

Take your time to make all the checks you need – even if this means turning down an 'amazing deal'. Be wary of promised returns that sound too good to be true and don't be rushed or pressured into making a decision.

4

Get impartial information and advice

The [Pensions Advisory Service \(www.thepensionsadvisoryservice.org.uk\)](http://www.thepensionsadvisoryservice.org.uk) – Provides free independent and impartial information and guidance.

[Pension Wise \(www.pensionwise.gov.uk\)](http://www.pensionwise.gov.uk) – If you're over 50 and have a defined contribution (DC) pension, Pension Wise offers pre-booked appointments to talk through your retirement options.

Financial advisers – It's important you make the best decision for your own personal circumstances, so you should seriously consider using the services of a financial adviser. If you do opt for an adviser, be sure to use one that is regulated by the FCA and never take investment advice from the company that contacted you or an adviser they suggest, as this may be part of the scam.

Be ScamSmart with your pension. Check who you are dealing with.