

## **Supplemental transfer form**

In order to consider the transfer request the scheme administrator (who will be Friends Life or the trustees of the transferring scheme) requires additional information and copies of documents relating to the receiving scheme.

Please ensure Part A is completed by the member and Part B is completed by the scheme administrator of the receiving scheme.

<b>Part A</b> <b>For the member to complete where the receiving scheme is a non-Insured Defined Contribution Occupational Pension Scheme</b> (please tick or complete as appropriate)	
1 Full name, nature of business (trade) and company registration number (where applicable) of the sponsoring employer(s) of the receiving scheme	IPM FACILITIES LIMITED CHARWELL HOUSE, WILSON ROAD, ALTON, HAMPSHIRE GU34 2PP.  FACILITIES MANAGEMENT
2 Is the sponsoring employer	<input checked="" type="checkbox"/> trading <input type="checkbox"/> non-trading
3 In what capacity are you employed by the sponsoring employer(s)?  (If you are not employed by the sponsoring employer(s) provide details of your current employer)	DIRECTOR
4 Are you receiving remuneration from the sponsoring employer (s) of the receiving scheme?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5 Are you or the sponsoring employer(s) paying ongoing contributions to the receiving scheme?	<input type="checkbox"/> Member and employer are contributing <input type="checkbox"/> Member contributions only <input type="checkbox"/> Employer contributions only <input checked="" type="checkbox"/> No employer or member contributions are being paid


<p><b>6 Pension liberation checklist for members</b></p> <p>Pension liberation is a means by which agents acting for non-insured schemes offer early release of benefits or other incentives. Transfers to these schemes may be fraudulent and are often encouraged by payment of cash payments or loans or unrealistic promises of high investment returns. You may be liable for significant tax charges if such a transfer goes ahead and your pension savings may be at risk or lost altogether.</p> <p>Please refer to the Pension Regulators leaflet entitled 'Predators Stalk Your Pension' enclosed with this form and report any concerns to Action Fraud.</p> <p>(Note: Only insured products are eligible for compensation from the Financial Services Compensation Scheme).</p>	<p>Please tick any of the statements below that apply to the transfer. If any do apply, please consider carefully whether your pension savings are at risk:</p> <p><input type="checkbox"/> You were contacted about making a transfer by telephone call, text, email or through a website.</p> <p><input type="checkbox"/> Your adviser/agent is not authorised by the Financial Conduct Authority (check the financial services register at <a href="http://www.fca.org">www.fca.org</a>) or the adviser/agent is based overseas.</p> <p><input type="checkbox"/> You have been offered any form of incentive to proceed with the transfer or to speed up the transfer - this would include cash payments/loans/commission rebates/thank you payments etc.</p> <p><input type="checkbox"/> You have been invited to join an occupational pension scheme sponsored by a company that you do not work for.</p> <p><input type="checkbox"/> You have been offered a guaranteed or high return investment (often in overseas land/forestry/green or eco investments).</p> <p><input type="checkbox"/> You have been offered access to your pension savings before age 55 or more than 25% as a lump sum before or after 55, or informed of a 'loophole' to avoid normal pension tax rules.</p> <p><input type="checkbox"/> You have not received scheme documentation such as key features documents, member booklet, scheme rules or investment information.</p> <p><input type="checkbox"/> A courier has collected transfer forms directly from you or you have been encouraged to act promptly without referring to the provider of your existing policy or a regulated adviser authorised by the Financial Conduct Authority.</p> <p><input type="checkbox"/> You are paying a fee in respect of the transfer or charges are being deducted from the transfer.</p> <p>Lastly, do you know</p> <ul style="list-style-type: none"> <li>• Where your money is being invested, who is managing the investment and what their credentials are?</li> <li>• What will happen to your pension savings in the event the employer/trustee or scheme administrator commences winding up or cannot be contacted?</li> <li>• What the charges are in relation to the transfer and the ongoing administration of the receiving scheme?</li> </ul>
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## Member Declarations

1. I confirm I have read and understood the Pensions Regulator leaflet on pension liberation entitled 'Predators Stalk Your Pension'.
2. I acknowledge and agree that where the scheme administrator (this will be Friends Life or, where appropriate, the trustees of the scheme):-
  - has any doubt that the transfer may not be a recognised transfer under section 169 of the Finance Act 2004; or
  - believes that the receiving scheme does not have the characteristics of a genuine occupational pension scheme; or
  - believes that the member and/or Friends Life/ may incur tax charges, claims or losses following the transfer,

the scheme administrator reserves the right to decline the transfer request and the scheme administrator or Friends Life will share information about the transfer/scheme/agents with Action Fraud, HMRC, the Pensions Regulator and/or the Financial Conduct Authority (as appropriate).

3. Should the scheme administrator agree to the transfer request I promise to accept responsibility for any Scheme Sanction Charge that may become payable by the scheme administrator in the event that, at any time, the transfer is not regarded as a recognised transfer by HMRC. I also agree that the scheme administrator or Friends Life can not be held responsible any other claims or losses arising as a result of the transfer.

X   
.....  
Signed by the member

X   
.....  
Date

26 / 9 / 2014

## **Part B**

### **Receiving Scheme Information Requirements and Declarations**

1. I/We enclose a copy of the HMRC registration document\* and confirm that the scheme has not subsequently been de-registered. (\* Where the scheme was deemed registered from 6 April 2006, this will be the scheme's original approval letter. Where the scheme was established on or after 21 October 2013 this must be the letter showing the date registered pension scheme status is effective from and not an acknowledgement.)
2. If the receiving scheme is a non-insured Defined Contributions Occupational Pension Schemes I/we enclose copies of:  
☒ the trust deed and scheme rules  
☒ member's booklet and/or other promotional literature  
(please tick all or provide an explanation of why they are not enclosed)
3. I/We confirm that the receiving scheme is willing and able to accept the transfer payment.
4. I/We consent to the scheme administrator of the transferring scheme (Friends Life and/or the transferring scheme trustees) referring this proposed transfer to HMRC and for HMRC to provide information to the scheme administrator relating to the registration of the receiving scheme.
5. I/We understand that where the scheme administrator:
  - has any doubt that the transfer may not be a recognised transfer under section 169 of the Finance Act 2004; or
  - believes that the receiving scheme does not have the characteristics of a genuine occupational pension scheme; or
  - believes that the member, the scheme administrator and/or Friends Life may incur tax charges, claims or losses following the transfer

the scheme administrator reserves the right to decline the transfer request and they and/or Friends Life will share information about the transfer/scheme/agents with Action Fraud, HMRC, the Pensions Regulator and/or the Financial Conduct Authority (as appropriate).

.....  
Signed of behalf of the receiving scheme

.....  
Date



5 September 2014

Mr M Noakes  
8-9 East Green Cottages  
Bentley  
FARNHAM  
Surrey  
GU10 5JQ

Our reference: 6396573/hs5319

Dear Mr Noakes

**Policy number P101705423**

Thank you for your telephone call received 5 September 2014.

Please read the enclosed information. If you have any questions as a result of this letter, please contact our Customer Services Team on 0800 197 5616. Lines are open 8.30 am to 5.30 pm, Monday to Friday. Please quote policy/scheme number(s) in all communications.

Yours sincerely

Leanne Gammans  
Customer Services

Enclosures: Transfer Requirements Checklist  
Policy Information Sheet – Personal Pension Plan  
Identity Verification Requirements

## Policy Statement

Statement date: 5 September 2014

Type of Policy:	Personal Pension Plan
Policy Number:	P101705423
Policy Owner:	Mr Mark Noakes
Date of Birth:	23 August 1963
National Insurance Number:	NA244856D

If the National Insurance Number shown above appears incorrect or is blank please confirm your correct number to us in writing.

### Fund and Transfer Value Details:

Calculation date: 5 September 2014

The current fund value is £62966.60.

The total Former Protected Rights transfer value is £62966.60.

The transfer value is not guaranteed. We will calculate the transfer value and surrender the units on the date we receive the transfer form. If you have any other benefits under the policy we will cancel them at the same time.

### Policy Details:

This policy provides benefits from a Registered Pension Scheme under Chapter 2 Part 4 of the Finance Act 2004.

No benefits have been paid out already.

### HM Revenue & Customs Maximum Tax Free Cash Details:

You should speak to the administrator of your new pension scheme, or your financial adviser, if you have a "protected" tax free cash sum entitlement above 25% of the value of your pension fund. This is to ensure that you understand how the transfer may affect that benefit when you retire.

### We enclose:

A Transfer Request Form for transferring to a UK Pension Scheme  
Pension Fraud Awareness

## Policy Statement - Continued

### Before paying the value we need:

The completed Transfer Request Form for transferring to a UK Pension Scheme  
The Policy Document

### Further Information:

If you have any questions please call us on the telephone number shown above and we will be happy to help you. Alternatively you can write to us at the above address.

**Please note that ReAssure Ltd is unable to give you any financial advice. If you require advice we suggest you contact an Independent Financial Adviser to discuss your personal circumstances.**

If you intend to seek financial advice, please be aware your financial adviser may charge you for their services.

### Notes:

#### Protection against the Lifetime Allowance Charge

If the amount of an individual's pension savings exceeds a generous "Lifetime Allowance" set by the UK Government, the amount of those pension savings in excess of the Lifetime Allowance may be subject to a tax charge of up to 55%.

Individuals with pension savings that already exceed, or may at some stage exceed, the Lifetime Allowance have been given opportunities to apply to HM Revenue and Customs for protection against that Lifetime Allowance tax charge.

To qualify for protection against the tax charge, the individual must have applied personally to HM Revenue and Customs and, if successful, will have been issued with a certificate. HM Revenue and Customs' protection certificate will give specific detail of that person's protection against the Lifetime Allowance tax charge and also, if applicable, any entitlement to a protected pension commencement lump sum (tax free lump sum).

The pension provider will need to see HM Revenue and Customs' protection certificate when the individual takes retirement benefits and when some other transactions are made.

## Transfer Form to a UK Pension Scheme

Name of Transferring Scheme: ReAssure Number Three Personal Pension Scheme  
Type of Policy: Personal Pension Plan  
Policy Number: P101705423  
Policy Owner: Mr Mark Noakes  
Date of birth: 23/08/1963  
National Insurance Number: NA244856D

If the National Insurance number shown above appears incorrect or is blank please indicate the correct number on this form.

Please note:

- Sections One and Two of this form are for completion by the receiving scheme provider.
- Section Three of this form is for completion by the transferring member.
- We have enclosed a guide and notes to help you complete this transfer application form.

### Section One – Receiving Scheme Detail (to be completed by the new pension provider)

Name of Receiving Scheme

Name and Address of new provider

The Scheme is a Registered Pension Scheme under Chapter 2 Part 4 of the Finance Act 2004

Yes

☐

No

☐

HM Revenue & Customs Registration Number for Scheme (Please see Note 4. on next page)

**EVIDENCE IS REQUIRED THAT THE RECEIVING SCHEME IS A REGISTERED PENSION SCHEME. IF IT IS NOT A REGISTERED PENSION SCHEME THE TRANSFER CANNOT PROCEED.**

### Section One – Receiving Scheme Detail (continued)

**All schemes please also complete the following:**

Please tick the appropriate box to describe the Receiving Scheme type from the following:

1. Fully invested in insurance policies with the provider named above

☐

2. Defined Benefit Scheme

☐

3. Money Purchase other than invested fully in insurance policies

☐

4. Self Administered Money Purchase Scheme

☐

5. Statutory Pension Scheme

☐



## Section Two – Payment Instructions (to be completed by the new pension provider)

The transfer payment will be made when all our requirements have been met. Before completing the details below, please read the Notes in this section which contain important information.

Please choose a method of payment:

Direct payment to a bank

☐

Cheque

☐

Payee (please see note)

Notes: -

1. For any **fully** insured pension scheme the Payee **MUST** be the receiving insurer.
2. For any self-administered scheme the payment **MUST** be in the name of the Trustees or Scheme Administrator of the specific scheme or to an insurer operating the scheme and paid directly to them.
3. For a statutory scheme the payment **MUST** be in the name of the specific scheme and paid directly to them.
4. Please provide documentary evidence that the Receiving Scheme is a Registered Pension Scheme under the Finance Act 2004. Acceptable evidence is either the HMRC letter to the Scheme Administrator confirming that the scheme is a Registered Pension Scheme or printed evidence pages from the Scheme Administrator's section of HMRC Pensions On-Line clearly showing that the scheme is a Registered Pension Scheme. Failure to provide this evidence could delay processing of the customer's request to transfer.

Name and Address of bank

Account number

Account name

Bank sort code

### Declaration by Receiving Scheme

I confirm that the above information is correct and agree to the transfer of benefits. I authorise HM Revenue & Customs to provide to the scheme making the transfer confirmation, or otherwise, that the Receiving Scheme is a Registered Scheme.

Signature

Date

Name in capitals

### Section Three – Member Details (to be completed by Mr Mark Noakes)

We recommend that as the transferring member you seek independent financial advice before completing this form.

#### Protection against the Lifetime Allowance charge (see Notes for details)

Have you obtained certified Protection of your pension savings against the Lifetime Allowance charge from HM Revenue and Customs?

Yes

☐

No

☐

If you have answered NO please now sign the Declaration below.

I am enclosing the Protection certificate that was issued by HM Revenue & Customs when I registered for the Protection against the Lifetime Allowance Charge

YES

☐

NO

☐

If you have obtained Protection but are not sending your Protection certificate you must enter its reference number below.

HMRC Certificate reference number

Please also tick the following box if the statement is true.

I have established with my new pension scheme's administrator and/or my financial advisor the effect that the transfer has on the Protection of my pension savings against the Lifetime Allowance charge and any entitlement to a pension commencement lump sum greater than 25% of my pension fund.

☐

#### Policy Document Declaration:

♦ I/We have enclosed the original policy documents.

☐

♦ I/We have not enclosed the original policy documents. By ticking this box, I/We confirm Reassure is not liable for this policy after final payment has been made.

☐

#### Member Declaration

I authorise ReAssure Ltd making the transfer payment to carry out the above instructions.


I/We confirm that all the statements made on this form are both true and complete to the best of my/our knowledge and belief.

I/We agree that I/we will be responsible for any reasonable costs, damages or losses, including any legal expenses that ReAssure Ltd ("ReAssure") suffers as a result of any false, misleading or incomplete statements made by me/us or on my/our behalf.

I/We also confirm that if I am/we are not entitled to the proceeds from this policy then I/we will return all of the money to ReAssure. I/We also agree to reimburse ReAssure for any reasonable costs, damages or losses it incurs, including any legal expenses, in recovering this money from me/us.

I also authorise ReAssure Ltd to provide, or obtain from, the new Pension Provider any details needed to complete the transfer.

Signature



Date

29 / 09 / 2014

## **A Guide to Completing the Transfer Application Form:**

- The enclosed Transfer Application Form should be completed only if you are transferring your pension to a UK pension scheme. If you are transferring to an overseas pension scheme please call us for the appropriate form.
- Please ensure you complete the Transfer Application form carefully, as we will not be able to accept it as your valid instructions if incomplete.
- Please ensure you have completed all questions, signed and dated the Declaration section.
- Please do not use any correctional fluid on these forms. In the case of a mistake please cross through the error and sign next to the change made.
- Please return all pages of the Transfer Application Form, other than this guide and the notes.

## **Further Information:**

If you have any questions please call us on the telephone number shown above and we will be happy to help you. Alternatively you can write to us at the above address.

**Please note that ReAssure Ltd is unable to give you any financial advice. If you require advice we suggest you contact an Independent Financial Adviser to discuss your personal circumstances.**

If you intend to seek financial advice, please be aware your financial adviser may charge you for their services.

## **Notes:**

### **Protection against the Lifetime Allowance Charge**

If the amount of an individual's pension savings exceeds a generous "Lifetime Allowance" set by the UK Government, the amount of those pension savings in excess of the Lifetime Allowance may be subject to a tax charge of up to 55%.

Individuals with pension savings that already exceed, or may at some stage exceed, the Lifetime Allowance have been given opportunities to apply to HM Revenue and Customs for protection against that Lifetime Allowance tax charge.

To qualify for protection against the tax charge, the individual must have applied personally to HM Revenue and Customs and, if successful, will have been issued with a certificate. HM Revenue and Customs' protection certificate will give specific detail of that person's protection against the Lifetime Allowance tax charge and also, if applicable, any entitlement to a protected pension commencement lump sum (tax free lump sum).

The pension provider will need to see HM Revenue and Customs' protection certificate when the individual takes retirement benefits and when some other transactions are made.

## Warning-Predators Stalk Your Pension

### Pension Liberation Fraud – Don't let your pension become prey:

Companies are singling out savers like you and claiming that they can help you cash in your pension early. **If you agree to this you could face a tax bill of more than half your pension savings.**

'Pension loans' or cash incentives are being used alongside misleading information to entice savers as the number of pension scams increases. This activity is known as 'pension liberation fraud' and it's on the increase in the UK.

In rare cases – such as terminal illness – it is possible to access funds before age 55 from your current pension scheme. But for the majority, promises of early cash will be bogus and are likely to result in serious tax consequences.

### What to watch out for:

- Being approached out of the blue over the phone or via text message
- Pushy advisers or 'introducers' who offer upfront cash incentives
- Companies that offer a 'loan', 'saving advance' or 'cash back' from your pension
- Not being informed about the potential tax consequences

### Five steps to avoid becoming a victim:

1. Never give out financial or personal information to a cold caller
2. Find out about the company's background through information online. Any financial advisers should be registered with the Financial Conduct Authority (FCA)
3. Ask for a statement showing how your pension will be paid at retirement, and question who will look after your money until then
4. Speak to an adviser that is not associated with the proposal you've received, for unbiased advice
5. Never be rushed into agreeing to a pension transfer.

### Where can I obtain further help?:

**Be alert to offers like this** and if in any doubt, take advice from a registered adviser. If you think you may have been made an offer, **contact Action Fraud on 0300 123 2040.**

For **impartial information and guidance**, visit the Pensions Advisory Service website [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk).

A cross-government initiative by:

- Action Fraud - Report Fraud And Internet Crime
- City of London Police
- Financial Conduct Authority
- HM Revenue & Customs
- The Pensions Advisory Service
- The Pensions Regulator
- Serious Fraud Office
- Serious Organised Crime Agency

Pension liberation fraud **member help** © The Pensions Regulator February 2013

<b>Important – please check you have enclosed all the required documents</b>
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Please tick the checklist and read the notes to ensure all the required documents have been enclosed. **This documentation is vital – without it we will be unable to transfer the pension benefits.**

Tick Box

A completed Transfer to a UK Pension Scheme Form - **see Note 1**

☐

A Policy Document - **see Note 2**

☐

Notes

1. Sections One and Two of this form is for completion by the receiving scheme provider. Section Three of this form is for completion by you (as the transferring member). **Important: You must confirm in Section 3 'Member Details' whether you have registered with HM Revenue & Customs to enhance your Lifetime Allowance Charge.** If you or the receiving scheme are unsure as to how to complete the form you can call us for assistance on 0800 197 5616 (lines available Monday to Friday 8:30am to 5:30pm). Alternatively you can send us a facsimile message to 0845 300 1343.
2. The policy document includes the policy schedule. Returning the policy schedule will be sufficient for our purposes.
3. Transfers can be processed under the Origo Options scheme. If you are using this system please note ReAssure is listed twice under the Participating Product Providers. Please ensure you select **ReAssure (ex Barclays Life)**. We are unable to accept transfer requests for Executive Pension Plans or Overseas requests via Origo. If either these are required, our forms will need to be completed.

# REASSURE PERSONAL PENSION PLAN INFORMATION AND CHARGES

## **INFORMATION**

### **HM REVENUE AND CUSTOMS**

This policy is issued under a registered pension scheme under Chapter 2 Part 4 of the Finance Act 2004. The Pension Scheme Tax Reference Number is 00605375RS.

### **REQUESTS TO TRANSFER AGENCY**

ReAssure is unable to transfer agency or pay commission to any third party as all of our policies were sold by tied advisers.

### **EARLY RETIREMENT**

Benefits can be taken earlier than the Plan Retirement Date shown in the enclosed information but not before the minimum retirement age (see 'Retirement Ages'). Retirement on ill-health grounds may be taken at any time. Our Underwriters will make the decision upon receipt of satisfactory medical evidence. If benefits are taken before the Plan Retirement Date, a discontinuance charge may apply.

### **DISCONTINUANCE CHARGE**

The discontinuance charge applies when benefits are taken or transferred prior to the Plan Retirement Date (PRD). The charge is a percentage of the value of the initial units only, and is based upon the length of time remaining to the PRD. The shorter the term to the PRD, the lower the charge.

### **SUSPENDING CONTRIBUTIONS**

There is no charge for suspending pension contributions (Annual Management Charges still apply). Once the first year's regular contributions, or increase in regular contributions, have been paid, the units continue to participate in the performance of the selected retirement funds. However, the value of the policy at retirement may be less than expected.

### **WAIVER OF PREMIUM (WOP)**

The enclosed information indicates whether WOP is included. The premium for this cover is 5% of the regular premium paid. It is subject to medical underwriting and is only available when the policy starts. Any changes in occupation must be notified to ReAssure within 30 days so that the availability of the WOP option can be reassessed.

### **OPEN MARKET OPTION**

This option allows the policyholder to select the provider of their annuity at retirement, enabling them to take advantage of the best rate and most suitable product in the market. A discontinuance charge will be applied to the value of the initial units if this option is taken prior to the selected Plan Retirement Date.

### **FUND SWITCHING**

The policyholder is entitled to 20 free fund switches per annum. The cost for any additional switches is £10.00 per switch. This is charged by unit deduction. If the policyholder decides to switch funds, please contact us and we will issue the relevant forms. Please note there is also the option of redirecting future contributions into different funds, at no charge.

**If the policyholder has elected to invest in the Pensions Equity Series 3 fund, they cannot switch or redirect until their 55<sup>th</sup> birthday**

### **LIFETIME ALLOWANCE**

Any benefits payable from this policy upon retirement or earlier death are subject to a Lifetime Allowance. This is set (and periodically reviewed) by HM Revenue & Customs and represents the total value of pension savings from all pension schemes and arrangements an individual may accumulate that can benefit from tax concessions. This includes the value of pension

plans from which benefits are already in payment. HM Revenue & Customs charge tax on the value of any benefits paid in excess of the Lifetime Allowance at the time payment is made. If the benefit is taken as a lump sum the tax charge will be 55% and if the benefit is taken as a pension the tax charge will be 25%.

If total pension savings exceeded the Lifetime Allowance on 6 April 2006 (Primary Protection) or the policyholder anticipated this occurrence in the future (Enhanced Protection) and successfully registered protection with HM Revenue & Customs, benefits in excess of the Lifetime Allowance can be paid without the application of tax charges.

#### **DEATH BENEFITS**

If the policyholder dies before retirement, the full value of the units at the date we are notified of death is available to provide death benefits.

#### **RETIREMENT AGES**

Pension benefits can normally be taken at any time after reaching age 55. Those with certain occupations allowing an earlier retirement age approved by HM Revenue & Customs, and those who qualify for retirement on ill-health grounds, may take their benefits before age 55. Anyone who reached age 75 before 6 April 2011 are unable to choose a lump sum after that age and must take all of their retirement benefits as pension income. A discontinuance charge will be deducted from the value of any Initial Units if benefits are taken before the selected Plan Retirement Date.

#### **GUARANTEED/ENHANCED ANNUITY RATES**

ReAssure does not offer any Guaranteed or Enhanced Annuity Rates.

#### **GUARANTEED MINIMUM PENSION (GMP)**

This policy is a money purchase arrangement and GMP does not apply.

#### **PENSION DRAWDOWN**

ReAssure does not allow pension drawdown.

#### **MARKET VALUE REDUCTION/ADJUSTMENT (MVR/MVA)**

Market Value Adjustment/Reduction does not apply as the policy is invested in Unit Linked Funds.

#### **WITH PROFITS INVESTMENT**

There is no 'With Profit' element to this policy.

#### **TAX FREE LUMP SUM**

The maximum amount available as a tax-free lump sum is 25% of the fund.

#### **ILLUSTRATION OF BENEFITS (PROJECTION)**

Illustrations assuming premiums continue can only be provided on plans where contributions are being paid. If the policy is paid up we will only provide an illustration on a paid-up basis.

**ReAssure is unable to provide illustrations of possible benefits or estimated fund values within twelve months of the planned retirement date.**

## **POLICY CHARGES**

### **MANAGEMENT CHARGES (Prior to 6 April 2001)**

#### **PERSONAL/EMPLOYER CONTRIBUTIONS**

The first 12 months regular contributions and any subsequent increase in regular contributions purchase initial units, which bear a 7% annual management charge. This covers all the setting up costs involved (e.g. administration, issue of policy documents, etc.) and the payment of commission to our Advisers.

All single contributions and regular payments received after the first year purchase accumulation units that bear a 1% per annum management charge.

In addition to the annual management charges there is a 5% bid/offer spread. This is the difference between the purchase price of units (offer price) and the selling price (bid price).

### **REVISED MANAGEMENT CHARGES (applying to contributions received from 6 April 2001)**

#### **PERSONAL/EMPLOYER CONTRIBUTIONS & FORMER PROTECTED RIGHTS**

The Annual Management Charge is 1% this is incorporated in the unit pricing. All types of contribution and contribution increases are allocated to accumulation units with an increased allocation rate of 105.3% to 'remove' the effect of the bid offer spread.

For those who elected to redirect into the Pension Equity Series 3 Fund, the bid/offer spread is reduced from 6% to 5%, the allocation rate is increased to 105.30% and the annual management charge remains at 0.8%.

### **ALLOCATION RATE (For policies between July 1988 and July 1995)**

Regular Contribution allocation rates were 100%.

### **ALLOCATION RATE (For policies between July 1995 and May 1999)**

Regular Contribution allocation rates were initially 100% for each contribution increasing to 103% after the later of age 50 & once 60 monthly contributions (or equivalent) had been paid. From the earlier of the Selected Retirement Date & age 65 the allocation rate reverts to 100%



### TRUSTEES ONLY

If you are a Trustee of the policy and wish us to carry out an on-line verification check as outlined on page 1 of this document, please complete and return this section.

**Print full name:** \_\_\_\_\_

**Policy number(s):** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Identity Verification Requirements

To verify your identity and prevent financial crime we may use and share your information with any company within ReAssure, with companies who work for us and with appropriate authorities or organisations.

We may also search, send your details to, and use information from third party verification service providers and financial crime and credit reference agencies **(Third Parties)**.

This involves checking your details against databases these Third Parties use. ReAssure and these Third Parties may keep a record of the search, the results of the search, any suspicions of financial crime and the details may be used to assist other companies for verification and identification purposes.

The search is not a credit check and your credit rating will not be affected.

If you would prefer to send documentation to enable us to verify your personal identity, the tables on Page 3 show the standard documentation acceptable to verify the personal identity of UK Residents.

The number of documents required to verify identity depends upon the type of documents available.



**Friends Life Limited**  
PO Box 1550, Milford, Salisbury SP1 2TW  
Telephone 0845 6029199 Fax 0845 6000624

Mr M Noakes  
8-9 East Green Cottages  
Bentley  
Farnham  
Surrey  
GU10 5JQ

Our helpline is  
**0845 6029199**

Lines are open weekdays 8.30am to 6pm  
**Please quote reference 591069976**  
Calls may be recorded for training and audit purposes

Why not visit us at  
[www.friendslife.co.uk/customer](http://www.friendslife.co.uk/customer)

5 September 2014

Our ref : Transfer Pack

Dear Mr Noakes

Member Name : Mark Noakes

### Transferring your pension fund

Thank you for telling us about your plans to transfer. I enclose a transfer pack.

Within this pack you will find:

- **Your current transfer value.**  
This is the value of your policy(ies) after any deductions have been made and bonuses have been added. The transfer value is not guaranteed. You could receive more or less than the amount shown.
- **Transfer payment form.**  
You will need to complete form A to transfer to a UK registered pension scheme. Form B needs to be completed by the receiving scheme or insurance company. This gives us all the information about the scheme that we will need.  
  
If the New Provider is registered on OPTIONS (Origo's internet based pension transfer system), the transfer can be done without completing our paperwork. A representative of the new scheme will be able to confirm whether the transfer can be done this way.  
  
Alternatively, we still may be able to transfer your benefits without needing our forms completed if the company you are transferring to sends us their transfer application form. This needs to include both:
  - \* A clear statement, signed by you, to transfer your pension benefits from Friends. This must include all the policy number(s) you want to transfer.
  - \* Details of the scheme you are transferring to, which needs to cover all the information asked for on our form 'Statement by company receiving pension transfer' (form B).
- **Details of your pension scheme**  
It is now our practice to send these details to you, in an attempt to avoid delays that can be caused by completing other companies forms. You need to give these details to the company you wish to transfer to.

### What do you need to do now?

The payment forms mentioned are enclosed within this pack. You only need to complete and return form A.

RB1X799T



**Friends Life Limited**  
PO Box 1550, Milford, Salisbury SP1 2TW  
Telephone 0845 6029199 Fax 0845 6000624

## **Transfer Pack**

**This pack contains information about these pension(s):**

Personal pension policy number(s) : 591069976

**Please only use the forms provided within this pack.**



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## Transfer Value

### Personal pension policy

Policyholder : Mark Noakes  
Policy numbers : 591069976

#### How much is your fund worth?

The current transfer value of your fund is : £845.90

The current value of your fund is : £1593.03

Please remember that the transfer value is not guaranteed, but can vary with changes in the daily unit prices and final bonus/Market Value Reduction (MVR) rates where there are with profit investments. You could receive more or less than the amount shown, depending on how your investments grow up to the date we receive all our requirements for payment.

**We recommend you speak to your financial adviser before making your decision.**

### Frequently asked questions

#### When will the transfer be made?

Your funds will be transferred as soon as we have received all our requirements, unless a later date has been specifically requested. If any requirements are received after a specified transfer date, your fund will be valued on the date the last item is received.

#### Why is my transfer value different from my current value?

The current fund value is the value of the units allocated at today's bid price(s) (the price applicable on the cancellation of the units). The current transfer value takes into account the following factors:

- the effect of any contractual early exit penalties
- the addition of any final bonus for With Profit units - final bonus is not guaranteed and can go up or down at any time.



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## Transfer Payment Form (form A)

(To be completed by the member)

Policyholder's name: Mark Noakes

Personal pension policy number(s) : 591069976

Please give us details of the company who will be receiving your pension fund so that we can send it to them

Name of new scheme/pension provider	
Address	
Contact name (if known)	
Reference	

Please ask a representative of this scheme to complete the 'Statement by company receiving pension transfer'. Without this information we will be unable to process the transfer.

### Declaration:

I instruct Friends to transfer my policies to the provider named above. I understand that after the payment has been made I shall have no further claim against Friends in relation to these benefits.

Signed:

Telephone number:

07881 707578

Name in capitals:

MARK NOAKES

Date:

29/09/2014

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## Statement by company receiving the pension transfer (form B)

(To be completed by the receiving scheme or insurance company)

This Transfer Authority Form should only be used in respect of a transfer to a UK registered pension scheme (this includes transfers to a deferred annuity contract, for example a S32 buy-out policy).

Name : Mark Noakes

Date of birth : 23 August 1963

### Scheme details

Full name of receiving scheme/provider			
HMRC reference (PSTR or SF number). This number is not required if transfer is to a S32 buy out policy			
Is the registered pension scheme fully insured?	Yes	No	
Where the registered pension scheme is fully insured, Friends will make payment to the receiving Insurance Company. If the scheme is not fully insured, payment will be made to the trustees.			
Is your registered pension scheme permitted to receive the transfer value, and will it meet your minimum acceptance terms?	Yes	No	

### Payment details

As we will only make payment direct to your bank account please provide the following:

Account Name:	
Account Reference:	
Account Number:	
Sort code:	

### Declaration

We declare that the transfer value received from Friends will be used to secure retirement benefits under the above scheme.

Signed: _____	Date: _____
Name in Capitals: _____	Job title: _____
Tel No: _____	

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### Details of our Pension Scheme

#### Member Details:

Policy Holder	Mark Noakes
Date of Birth	23 August 1963
Scheme Name	Personal Pensions - Employees (LMA)
Scheme Number	F38003/27004
Policy Number(s)	591069976

#### Friends Scheme Details:

Transfer From	Friends' scheme is registered (or deemed to be registered) with HMRC under Chapter 2 of Part 4 of The Finance Act 2004
PSTR Number	00605476RD
Address	Friends PO Box 1550, Milford, Salisbury SP1 2TW

#### Transfer Details:

Current Transfer Value	£845.90
<ul style="list-style-type: none"><li>• This transfer does not form part of a block transfer</li><li>• This transfer has not come from an income drawdown arrangement</li><li>• We are not aware of any primary or enhanced protection for this transfer</li><li>• The member does not have a right to take benefits before the Minimum age allowed by HM Revenue &amp; Customs regulations.</li></ul>	

#### Court Orders:

<ul style="list-style-type: none"><li>• This transfer is not subject to an earmarking or pensions sharing order.</li></ul>
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