

## Automatic response: Thanks for getting in touch with LifeSight

To info@rcadministration.com <info@rcadministration.com>

*This is an automated response*



## Thanks for getting in touch with the LifeSight Pensions Team

### This is an automated response from LifeSight.

Below are some troubleshooting tips that may help you with your request.

If these do not answer your query, your request will be logged and we will aim to respond to your email **within the next 10 working days**.

If you are contacting us with more information or to follow up on an existing query, we acknowledge receipt of your email and will come back to you as soon as possible.

### Manage your LifeSight Account **online**

If you are an existing member of LifeSight you can view and manage your LifeSight Account online at any time.

#### Beneficiaries

By heading to **My LifeSight Account > My Beneficiaries** from the dropdown menu you can add/edit and submit your beneficiary details and allocations securely online. If your employer manages your beneficiary information, you will be able to read about how to make changes through your employer.

#### Investments

The **My Investment** area of your online account has tools for you to review and, if required, securely make changes to your current investments for your LifeSight Account.

#### Retirement Pack

You can run your own retirement pack online by heading to **My Resources > My Quotes & Statements > Run online Quotes**. You will be asked to select an effective date which must be after your minimum retirement age. This pack contains all the information and forms needed to kick off your retirement.

#### Transfer In

Visit **My LifeSight Account > Transfer in other savings** from the dropdown menu where you can read about the process and the steps involved, or [click here](#) to read our Transfer In Information leaflet which contains all the information you need to start the Transfer In process.

#### Transfers Out

You can run your own Transfer Out pack online by visiting **My Resources > My Quotes & Statements > Run online Quotes**. This pack contains all the forms you need to complete to transfer to a UK registered scheme.

### Access your online LifeSight Account

You can access and manage your online LifeSight Account either:

via [LifeSight-epa.com](https://lifesight-epa.com) where you will need to know your User ID and Password

via your **Employer's HR / benefit portal / intranet** if LifeSight is your current employer's selected pension provider

#### Get help logging in

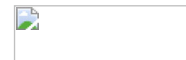
From [LifeSight-epa.com](https://lifesight-epa.com) there are tools to help you retrieve your login details securely online, just click the button **Get help logging in**. If required, you can also use our secure online [Account Recovery service](#) where you will need a UK passport or driver's licence to verify your identity.

#### Leaving your Employer

If you are soon to be leaving your Employer, head to **My LifeSight Account > My Details** and ensure your primary email address is your personal email. Whilst you're there, take note of your User ID, which can be found at the bottom left of your LifeSight Account. If you need to generate a password to access your Account externally, use these instructions in [this online form](#).

#### Mobile App

To access LifeSight on the go, you can now download the **LifeSight Pension GB App** from your device's app store. Once downloaded you will be required to provide a one-time secure token that you can generate from your online LifeSight Account in **Settings > LifeSight App**.



### Information for IFA's

If you are an Independent Financial Advisor requesting information on behalf of one of our members, we ask that you work with members who are able to obtain this information directly from their LifeSight Account where possible. If you are raising a query with the Team, we will respond to you within our standard SLA where we can; however we are expecting members who have requests for quotations or general information to use the information available on your online LifeSight Account to 'self serve' where possible.

### Not yet a member of LifeSight?

If you are not yet a member of LifeSight and you have a query about your existing benefits or your move into LifeSight, please contact your current pension administrator or Employer in the first instance.

### Provided feedback?

We are always grateful to receive feedback, so thank you if have provided any about LifeSight or the LifeSight team. All feedback is collected and considered carefully if we have any more questions we will be in touch.

### Covid-19 and your LifeSight Account

Willis Towers Watson and LifeSight are continuing to monitor the Covid-19 situation and at present our offices currently remain closed. We have taken steps to allow remote working and are focusing our available resource on critical processes (including all payments and settlements) to ensure a minimum impact to our members possible, but there may be occasions where our response times are longer than normal. We thank you for your patience during this time.

Here to help,

### The LifeSight Pensions Team



PO Box 758 | Redhill | Surrey | RH1 9GT

Email: [lifesightsupport@willistowerswatson.com](mailto:lifesightsupport@willistowerswatson.com)

[www.lifesight-epa.com](http://www.lifesight-epa.com)

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