



ReAssure

Mailing

0003381



18 August 2023

Our reference: 0071149123

ZON/001883

Mrs SL Singleton
475 Whirlowdale Road
Sheffield
S11 9NH

000250



Policyholder(s): Mrs Susan Lucy Singleton
Policy number(s): U167557 and UP2156585

Dear Mrs Susan Singleton

Information about your transfer request

Further to your recent correspondence of 10 August 2023 about the requested transfer of this policy to Singleton Family SSAS.

It's a legal requirement to check a transfer for signs of a pension scam. Before the transfer can proceed, it must meet one of the following conditions:

- the receiving pension scheme is a master trust or collective money purchase pension scheme authorised by The Pensions Regulator, or a public service pension scheme; or
- there are no warning flags indicating a pension scam. If warning flags are present, you may have to seek transfer guidance from MoneyHelper, a free and impartial service. In some circumstances, your transfer may be stopped to protect your pension savings.

We need some more information to allow us to review your transfer request and determine if you have a statutory (legal) right to transfer. Please provide all the following documents and/or information:

List of documents and information required

- Pension transfer questionnaire (enclosed) – fully completed, along with any additional applicable evidence/information.
- Trust Deeds and Scheme Rules for the receiving scheme.
- A letter from your employer confirming that:
 - o They are a sponsoring employer of the occupational pension scheme.
 - o You are employed by them.
 - o The date from which you have been continuously in their employment.
 - o Confirmation that the contributions due to the occupational pension scheme in the schedule (see below) have been paid to the scheme and the payment dates.
- The following documents:
 - o A schedule of contributions or payment schedule showing:
 - Separate entries for the amounts of pension contributions (excluding additional voluntary contributions) to the occupational pension scheme that were due to be paid for the last 3 months of the your employment by, or on behalf of, you and the employer, or the employer only. This should also show the dates these contributions were due to be paid.

ReAssure Ltd, Registered Office: Windsor House, Telford Centre, Telford, Shropshire, TF3 4NB
Registered in England No. 754167

Tel: 0800 073 1777 Fax: 0808 168 3331 Website: www.reassure.co.uk

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0002893341/001883/01/04/005839/027220 [1, 2, 3, 4, 5, 6, 7, 8, 9, 10]

- o Payslips, or other written evidence, showing the salary you been paid by your employer for the last 3 months.
- o Personal bank or building society statements/passbook showing the deposit of salary for the last 3 months.

Once we have received these, we'll be able to start our due diligence checks for the transfer request we've received. Whilst we're completing our checks, we're unable to make a decision about the transfer request.

If your employer is not a sponsoring employer of the occupational pension scheme, you have not worked for them for at least 3 months, you have not earned at least the UK lower earnings limit over the last 3 months, or you cannot provide all the evidence above, you will not have a statutory (legal) right to transfer

We can confirm that we have received your transfer forms and all other documents, however in order to process the transfer request for your policies we require the enclosed questionnaire to be completed and returned to us at your earliest convenience.

The receiving scheme have asked to be updated, please inform them that we have requested further requirements at your own discretion.

Here to help

If you need any further information, please contact us on 0800 073 1777, between 8.30am to 5.30pm Monday to Friday, not including bank holidays.

Yours sincerely



Donna Henderson
Admin
Policy Servicing



Transferring to an occupational pension scheme

In order to process your transfer request we need answers to the following questions. If you leave any unanswered, it could lead to a delay in your transfer. Please provide a telephone number in case we need to contact you to discuss your answers.

Section 1 – Your details

Full name:

SUSAN LUCY SINGLETON

Policy number(s):

U167557. 9 UP 2156585

Daytime telephone number:

0114 2356319 / 07885 700223

Section 2 – Reasons for transfer

1. What is the main reason for wanting to transfer your pension?

TO CONSOLIDATE A NUMBER OF SMALL PENSIONS

2. What do you want to achieve through the transfer that you can't in your current pension scheme?

CONTROL OVER PENSIONS & INVESTMENTS

3. How did you become aware of the receiving scheme? For example, was it by a text or an unsolicited cold call? Who were you contacted by?

MY HUSBAND SET UP A FAMILY SSAS FOR ALL OUR PENSIONS

NB - If someone cold calls you out of the blue about your pension, the call is illegal and likely to be from a fraudster, especially if they offer you a pension review. You should end the call immediately.

Section 3 – The transfer process

4. Were you asked or pressured to make a quick decision about transferring your pension to speed up the transfer process?

Yes

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No

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5. Has all the communication during the transfer process been by text, email and/or telephone?

Yes

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No

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6. Was a courier sent to your home to collect signed documentation?

Yes

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No

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Section 4 – The new occupational pension scheme and investments

7. As anyone can set up and administer an occupational pension scheme, are you aware the administrator of your new scheme may not be regulated? Yes ☒ No ☐
8. Who is the administrator of your receiving pension scheme and have you carried out your own checks on them?

RETIREMENT CAPITAL

9. Have you been told you can access your pension before the normal retirement age of 55? Yes ☐ No ☒
10. Have you been offered a cash payment bonus, commission or loan from the new scheme or administrators? Yes ☐ No ☒
11. Have you been promised a high or guaranteed rate of investment return in your new pension scheme? Yes ☐ No ☒
12. Have you received any official documentation or promotional material on the new scheme and the investments under the scheme? Yes ☐ No ☒
- Information enclosed ☐
13. Do any documents from the scheme include the words 'loan', 'loophole', 'savings advance', 'cash incentive', 'bonus' or 'preference shares'? Yes ☐ No ☒
14. Does the scheme hint at unusual, overseas, creative or new investment techniques? Yes ☐ No ☒
15. Do you understand the nature of the underlying investments that you're planning to transfer into and the risks they involve? Yes ☒ No ☐
16. Please tell us how you've asked your new pension scheme to invest your money.

INITIALLY FUNDS WILL BE CASH ON DEPOSIT

17. Are you aware that investments that are not regulated by the FCA won't be covered by the Financial Services Compensation Scheme? This means if things go wrong, you won't get your money back in the event of fraud. Yes ☒ No ☐
18. If your new pension scheme is a small self-administered scheme (SSAS), do you understand your duties as a scheme trustee and have you any experience of running a pension scheme?
I AM A CHARTERED ACCOUNTANT AND ALTHOUGH I HAVEN'T RUN A PENSION SCHEME, I'M SURE I'LL BE ABLE TO Yes ☒ No ☐
19. Were you told that in the event of your death under your current pension, your relatives would lose your pension fund? Yes ☐ No ☐

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AS TRANSFERRING

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**Section 5 – Charges, commissions and other fees**

20. Do you know what charges, commissions and other fees you'll pay and how these will affect the value of your investments over time? Yes ☒ No ☐
21. Are you aware of how the charges, commissions and other fees you'll pay compare with the charges on your current pension? Yes ☒ No ☐
22. What are the **initial** charges and fees you'll be paying under the new pension scheme?

CHARGES ARE PAID BY EMPLOYER

23. What are the **ongoing** charges and fees you'll be paying under the new pension scheme?

NONE

24. What are the **initial** charges, commissions and other fees payable to your adviser, your investment manager and other intermediaries?

NONE

25. What are the **ongoing** charges, commissions and other fees payable to your adviser, your investment manager and other intermediaries?

NONE - PAID BY EMPLOYER

Section 6 – Financial Advice

26. Have you received any financial advice in connection with the transfer? If so, please provide details of the organisation that provided you with that advice and a copy of that advice, if possible.

DISCUSSED WITH PENSION WISE ON 11/4/23

27. Have you checked to see if this adviser is authorised to provide advice on pensions and pension transfers by the Financial Conduct Authority (FCA)? Yes ☒ No ☐

See the Financial Services Register at <https://register.fca.org.uk/> and the permissions section under the adviser firm entry to check an adviser is authorised.

28. Have you contacted MoneyHelper on 0800 011 3797 for free impartial advice on this transfer? Yes ☒ No ☐

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29. What fees have you been charged for the advice given by your adviser?

NONE

30. Have you received and read the FCA 'Scam Smart' leaflet?

Yes



No

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Section 7 – Employment and earnings

31. Please provide the name of your employer

PAUL C SINGLETON LTD

32. Is your employer a sponsoring employer of the occupational pension scheme?

Yes



No

☐

33. Have you worked for your employer continuously for at least 3 months?

Yes



No

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34. Have you earned at least the UK lower earnings limit each week on average over the last 3 months? More information on the lower earnings limit is available here:
<https://www.gov.uk/government/publications/rates-and-allowances-national-insurance-contributions/rates-and-allowances-national-insurance-contributions>

Yes



No

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35. Have you and your employer contributed to the pension scheme during the last 3 months?

Yes



No

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Section 8 – Evidence requirements: Employment and earnings

Please provide **all** evidence below to demonstrate an employment link with the occupational pension scheme:

- A letter from your employer confirming that:
 - They are a sponsoring employer of the occupational pension scheme.
 - You are employed by them.
 - The date from which you have been continuously in their employment.
 - Confirmation that the contributions due to the occupational pension scheme in the schedule (see below) have been paid to the scheme and the payment dates.
- The following documents:
 - A schedule of contributions or payment schedule showing:
 - Separate entries for the amounts of pension contributions (excluding additional voluntary contributions) to the occupational pension scheme that were due to be paid for the last 3 months of the your employment by, or on behalf of, you and the employer, or the employer only. This should also show the dates these contributions were due to be paid.

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- Payslips, or other written evidence, showing the salary you been paid by your employer for the last 3 months.
- Personal bank or building society statements/passbook showing the deposit of salary for the last 3 months.

Important – if your employer is not a sponsoring employer of the occupational pension scheme/SSAS, you have not worked for them for at least 3 months, you have not earned at least the lower earnings limit over the last 3 months, or you cannot provide all the evidence above, you will not have a statutory (legal) right to transfer.

Please note – We'll assess the information provided on this questionnaire, any evidence sent to us, and the risk factors associated with the transfer before deciding if the transfer can go ahead. We may require more information/evidence before we can make a decision. Where this is the case, we'll let you know.

Please ensure you choose one option below, sign, date and return the questionnaire to ReAssure.

Option 1:

Tick one box only

NO: I confirm that I no longer want to transfer my pension.
I might get back in touch with ReAssure after getting advice from a
UK-based FCA-registered Financial Adviser.

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Option 2:

YES: I confirm that I would like ReAssure to continue to look at my
requested transfer. I understand the risks and all charges,
commissions and other fees associated with this transfer and the
investments to be made under the new pension scheme. I also
understand that if the transfer proceeds, ReAssure would not be
responsible for any financial losses I may incur now or in the future
from transferring to the new pension scheme and from
investments under the scheme.

☒

I understand that I must provide all the employment and earnings
evidence requirements.

Full name:

SUSAN SINGLETON

Signature:

Susan Singleton

Date:

20 - 08 - 2023

Please complete and return the form to: ReAssure Ltd, Windsor House, Telford Centre, Telford, TF3 4NB.

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