

(T01/600) 53/182/1-1



Singleton Family SSAS  
1A Park Lane  
Poynton  
CHESHIRE  
SK12 1RD

**Customer Contact Centre**  
0345 301 0160

**Plan Number**  
N02646L

**Your Reference**  
174514169A

**Contact Name**  
Singleton Family SSAS

17 January 2024

Dear Sir or Madam

**Transfer of pension benefits**

**Planholder : Mrs Susan Singleton**

**Plan number(s): N02646L 000-000**

**National Insurance number: WK990146D**

Your reference: WK990146D

**Transfer Date:** 12 January 2024

We can confirm a payment of £10,010.78 for a transfer of pension benefits from the above plan has been paid directly to the account below, which should credit the account within the next four to five working days.

Name of bank:	METRO BANK
Bank sort code:	230580
Account name:	SINGLETON FAMILY SSAS
Account number:	****0719

The value represents an amount of £0.00 for non-protected rights, and £10,010.78 for former protected rights.

We can confirm that the transferring planholder has not flexibly accessed pension savings under the plan(s) detailed above, and we have not been informed that they have flexibly accessed any other pension savings.

see overleaf

According to our records, the plan is not subject to an order of court (including a bankruptcy order).

You may have sent us a transfer application form, but it is no longer our practice to complete transfer application forms, as all the information required by the receiving scheme is contained in this letter.

If any of the details shown on this letter are incorrect, or if you require any further information, please call our UK-based Customer Contact Centre on 0345 301 0160 between 8:30am and 5:30pm, Monday to Friday. Calls to 03 numbers cost no more than a national rate call to 01 or 02 numbers and are included in inclusive minutes and discount schemes in the same way. If calling from outside the UK, please call +44 (0) 1733 470470. Alternatively, you can go to the 'Contact Us' section of our website at [www.phoenixlife.co.uk](http://www.phoenixlife.co.uk).

**If you would like this information in large print, in braille or audio, please call 0345 301 0160. If calling from outside the UK please call +44 (0) 1733 470470.**

Yours faithfully



Milind Dhuru  
Operations Director





## Transferring your pension – Things you need to consider

### Beware of pension scams

You risk losing all your pension savings if you put your money into an unauthorised investment scheme. If something sounds too good to be true, it probably is. You may be approached by untrustworthy companies or individuals promising high returns with low risks. Make sure you know who you are dealing with and that any financial adviser is authorised by the Financial Conduct Authority (FCA). You can check this by visiting <https://register.fca.org.uk/s/>. HM Revenue & Customs (HMRC) can charge up to 55% of your pension savings if an unauthorised withdrawal is made.

### Is transferring right for you?

Transferring your pension could have a significant impact on your future finances. It's important you consider the options and any guarantees on your plan before you make your final decision. We recommend that you speak to a financial adviser when considering whether transferring is appropriate for you; we are unable to give you advice. If you don't currently have a financial adviser, you can find one by visiting [www.unbiased.co.uk](http://www.unbiased.co.uk).

### Once you've made your decision

Once the transfer payment has been made you cannot change your mind and have your pension benefits transferred back to Phoenix Life. **If the new agreement is cancelled with the new pension provider, we will not reinstate your benefits nor accept back the money transferred.**

### Guarantees

Your pension plan may have a valuable **Guaranteed Annuity Rate (GAR)**, known as a safeguarded benefit that will be available at your normal retirement date. An annuity is a life-long, regular income that provides you with a guarantee that the income will last as long as you live. If your pension has a GAR it means that your pension income will most likely be higher than you could receive from another pension provider. **This will be lost when you transfer.**

### Guaranteed Minimum Pension

Your pension plan may have a Guaranteed Minimum Pension. This is the minimum amount of pension payable on a specified date. This may be lost if you transfer.

### Market Value Reduction (MVR)

For pensions invested in With-Profits funds a Market Value Reduction (MVR) may apply when transferring your pension to another provider. The purpose of an MVR is to maintain fairness between plan holders exiting the fund and those remaining in it. An MVR is usually applied when the current value of your investment is lower than the value of the guaranteed benefits available at the plan maturity date. There are dates when the MVR is not applied called 'MVR free dates'. You may wish to consider MVR free dates in deciding when to transfer your plan.

## Any questions?

If you would like more information, please call our Customer Care Team mentioned on the accompanying letter between 8:30am and 5:30pm, Monday to Friday. Please have your policy number available when you call. We'll be happy to assist but we are unable to give you financial advice. If you would like advice, please contact your financial adviser or visit [www.unbiased.co.uk](http://www.unbiased.co.uk) to find a financial adviser in your area.



## Further information and support

There are a range of organisations set up to help and support consumers by providing information and advice on financial services.

### Making decisions about your finances

Free confidential and impartial guidance to support you making informed decisions about your finances is available from:-

<b>Citizens Advice</b>	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>	0344 411 1444
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<b>MoneyHelper</b>	<a href="http://www.moneyhelper.org.uk">www.moneyhelper.org.uk</a>	0800 011 3797
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### Finding a Financial Adviser in your area

If you are a UK resident and would like help finding a financial adviser, please contact:-

**Our Customer Care Team** mentioned on the accompanying letter.

Alternatively you can find details of financial advisers in your area on:-

<b>Unbiased</b>	<a href="http://www.unbiased.co.uk">www.unbiased.co.uk</a>	0800 023 6868
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### For pension guidance and retirement planning

Free and impartial guidance on your pension options is available for people aged 50 from:-

<b>Pension Wise,</b> A service from Moneyhelper	<a href="http://www.moneyhelper.org.uk/pensionwise">www.moneyhelper.org.uk/pensionwise</a>	0800 138 3944
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Independent and impartial information and guidance about pensions is also available free of charge to members of the public from:-

<b>MoneyHelper</b>	<a href="http://www.moneyhelper.org.uk">www.moneyhelper.org.uk</a>	0800 011 3797
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### Setting up a power of attorney

To create or register a lasting power of attorney so that you are prepared if any changes to your health mean you become unable to make decisions about your finances in the future, contact:-

<b>Office of the Public Guardian</b>	<a href="http://www.gov.uk/government/collections/lasting-power-of-attorney-forms">www.gov.uk/government/collections/lasting-power-of-attorney-forms</a>
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For practical advice on what a lasting power of attorney is and why you might consider making one, contact:-

<b>Alzheimer's Society</b>	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>	0300 222 1122
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For guidance on setting up a power of attorney, visit [www.phoenixlife.co.uk/power-of-attorney](http://www.phoenixlife.co.uk/power-of-attorney).