



ReAssure

Mailing 0003000

10 November 2023

Our reference: 0073643013

Mrs SL Singleton  
475 Whirlowdale Road  
Sheffield  
S11 9NH

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**Policy Number(s): U167557**  
**Policy Holder(s): Susan Lucy Singleton**

Dear Mrs SL Singleton

**We can't transfer your pension to the scheme you've selected**

We've completed our checks on Singleton Family SASS and are concerned that by transferring to this scheme you're putting your pension savings at risk. If you become a victim of a pension scam you could lose all your pension savings, face high charges, or receive an unexpected tax bill.

ReAssure is regulated by the Financial Conduct Authority ('FCA'). Consequently, we follow the FCA's principles for businesses aimed at protecting customers. This means that we have to avoid taking any action which could significantly disadvantage you.

If you are an overseas customer and have taken financial advice from an overseas adviser, we strongly suggest you check what protections you would be entitled to in your country should anything go wrong.

We've reviewed the information and documentation you've provided about the receiving scheme, your link to it and the transfer process to check if you have a statutory (legal) right to transfer your pension. Before you can transfer your pension, you will need to receive pension scams guidance on the transfer to this scheme from MoneyHelper (provided through the Money and Pensions Service). You will need to send us evidence of this guidance (or evidence that you have received pension scams guidance on another transfer to the same scheme within the last 12 months).

The Occupational and Personal Pension Schemes (Conditions for Transfers) Regulations require you to take pension scams guidance (and provide relevant evidence of the guidance received) when certain risk factors are identified with a transfer request, such as high fees or unusual investments. We have compared the information we have gathered against these risk indicators and believe there are enough similarities to cause concern about the requested transfer.

## **What are the concerns about my transfer request?**

The Occupational and Personal Pensions Schemes (Conditions for Transfers) Regulations 2021 set out the legal due diligence checks that need to be completed on transfer requests. These checks include a review of the receiving scheme for any high-risk or overseas investments as well as a review of the fees being charged by the scheme.

From a review of your file, the documents we have received, and the information you supplied, we need to make you aware that we have identified the following Amber Flags:

Amber Flag 1: The member hasn't shown an employment link or overseas residency

Amber Flag 3: High-risk or unregulated investments are included in the scheme

Amber Flag 4: The scheme charges are unclear or high

Amber Flag 6: Overseas investments are included in the scheme

## **What do I need to do?**

Please contact MoneyHelper to arrange an appointment for specific pension scams guidance. The purpose of this guidance is to help identify common risks involved in pension transfers and highlight the dangers of pension scams. You are required to take this guidance even if you have already received regulated financial advice about the transfer.

You can book an appointment online or by telephone. Go to [www.moneyhelper.org.uk/pension-safeguarding](http://www.moneyhelper.org.uk/pension-safeguarding) for more information. The guidance appointment must be booked and attended by you, it isn't possible for anyone acting on your behalf to book or attend the appointment with MoneyHelper.

Appointments are carried out by phone and can take up to 45 minutes. After the appointment, MoneyHelper will send you a summary document with a unique reference number.

Once you have attended your appointment, you should think about whether you want to continue with the transfer. If you want to continue with the transfer, please let us know in writing by completing the enclosed discharge form and sending us a copy of the MoneyHelper summary document as evidence that you have received the specific pension scams guidance as required under the Occupational and Person Pension Scheme (Conditions for Transfers) Regulations, along with the unique reference number given to you by MoneyHelper.

If you do not take the required guidance (or do not send us evidence following your appointment), you will not have a statutory right to transfer to this scheme and we will not transfer your pension.



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### What are my options now?

You can remain invested in your current pension, or, get pension transfer guidance from MoneyHelper, or transfer to different pension scheme.

We recommend you get independent professional advice from a Financial Adviser if you're unsure what to do. A Financial Adviser can make a personal recommendation based on your individual circumstances and the options available to you. If you don't have an adviser visit [moneyhelper.org.uk/choosing-a-financial-adviser](http://moneyhelper.org.uk/choosing-a-financial-adviser) for further information. You may have to pay for any advice you receive.

Alternatively, you can speak to **MoneyHelper** who can give you free and impartial guidance by calling **0800 138 7777**.

### Here to help

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

Yours sincerely

**Lorraine Green**  
Admin  
Policy Servicing