

TRANSFER QUESTIONNAIRE

As your current pension provider we are required to act with due diligence when processing your transfer request, this includes checking for warning signs that your transfer may be part of a pension scam.

To help us in our due diligence please complete this questionnaire in relation to your proposed pension transfer. Please complete the questionnaire in block capitals.

We realise you may not know the answer to some of these questions straight away and will need to get in touch with your new provider to help. Whilst this might cause a small delay, please remember that we need to ask these questions to help protect your pension from potential scams.

You can find out more about the warning signs of a pension scam through the Financial Conduct Authority (FCA) Scamsmart website (www.fca.org.uk/scamsmart) or The Pensions Regulator anti-scam website (www.pension-scams.com). We have also included a copy of a leaflet issued by The Pensions Regulator.

Additional information

As part of our checks to help you avoid being scammed as part of the transfer we sometimes require a little more information to inform our due diligence. This particularly applies where you're applying to transfer to a SSAS, overseas pension or an occupational pension with an employer link.

To help protect you against pension scams, we won't proceed with your transfer request until this information has been submitted and reviewed.

Personal Pension (including SIPPs)

Once you've completed and returned the questionnaire, we'll review your response. Where we require any specific or additional information we'll let you know. However, for the time being this is all we need.

Employer-Linked Pension (including SSASs)

In order to fully assess your transfer request, we will require the following information in a letter from your employer:

- Confirmation that the pension scheme you're transferring to is being used by your employer to provide pension benefits for their employees.
- You are employed by your employer and the date from which you have been continuously employed by them.
- That pension contributions have been paid in accordance with the enclosed pension contribution schedule, or if they haven't then the actual amounts and dates on which they have been paid.

We also need;

- A Pension Contribution Schedule from your employer showing separate entries for employer and employee contributions and contribution due date
- Payslips or other written evidence showing earnings paid in the three months before your transfer request, and
- Copies of bank or building society statements or of a building society passbook showing your earnings being deposited.

You can either choose to send this to us in the post, or scan and return electronically.

Overseas pension

We're conscious that people can often move overseas and want to take their pension savings with them. We're happy to assist our clients transferring to a Qualifying Recognised Overseas Pension Scheme (QROPS). If this applies to you please follow the instructions given on our QROPS transfer form.

We'll need you to provide a little bit more information about your new scheme and whether you're resident in the country that you're transferring to. We'll need:

- ✓ A copy of your formal residency documentation (e.g. Passport)
- ✓ 2 forms of written evidence confirming your residency (e.g. utility bill or letter from an employer)

We're only able to accept documents in English, so you may need to get the documents translated and certified by a professional translator.

Choosing your new pension

In this section we want to understand how you came to choose your new pension provider. The way a pension is promoted or how you are approached by a pension provider can highlight certain pension scams.

You may have been approached by e-mail, text, phone call, letter, through social media (e.g. Facebook or LinkedIn), or in person (e.g. during an investment seminar)

Q1 – Were you initially approached about transferring your pension?

☐ Yes ☐ No

Please answer questions 1a to 1e in this section if you answered Yes to Question 1

Q1a – How were you contacted?

Q1b – Was this contact unexpected, uninvited and not from someone associated with your pension scheme (e.g. your employer or someone working for the scheme) or where you have not agreed to receive marketing information?

☐ Yes ☐ No

Q1c – Is this the first time you've had contact from this company?

☐ Yes ☐ No

Q1d – Please provide us with information about who contacted you including:

- Name of the individual
- Name and address of the company they represented
- Their job title or role within the company
- Their contact information

Q1e – Were any of the following offered by the person or company who approached you (please indicate all that apply)?

- ☐ Free pension review
- ☐ Early access to pension
- ☐ Loan from your pension
- ☐ Guaranteed or very high returns
- ☐ Time limited offer
- ☐ Higher than normal (more than 25%) tax-free lump sum
- ☐ Cashback which is payable from your pension savings
- ☐ Any other incentive (please tell us more)

Q2 – Is your transfer subject to a specific timeframe or deadline?

☐ Yes ☐ No

If yes, please provide more details

Q3 – Have you been provided with any promotional material or information by the provider of this scheme?

☐ Yes ☐ No

If yes, please provide a copy of any material sent including documents such as Terms and Conditions, Key Features or a scheme booklet. This can be returned along with this questionnaire.

Learning about your new pension

In this section we want to understand a bit more about the pension provider you're transferring to. We'll ask you questions about the types of investments on offer and the charges involved. Many pension scams can appear too good to be true and these questions will help us to understand if this is the case.

Q4 – Are you aware of how your pension money will be used or invested?

☐ Yes ☐ No

Q5 – Please tell us more about the investments you have been told are available for you to invest in through the scheme and what you are intending to invest in.

Q6 – Do you know what the costs and charges are for your new pension?

☐ Yes ☐ No

If yes, please provide more information including:

- Any fees applied to transfer
- Any fees to join the pension
- Fees to purchase the investment
- Charges which are applied to your investments whilst they are invested (e.g. this can be a fixed-fee or a percentage of the total sum invested)
- Any other extra charges that can apply to your investments? You can often find this type of information in the pension Terms and Conditions, Key Features or promotional material that you've been given by your new provider.

Q7 – Are any of your investments or cash holdings subject to an exit penalty if you wish to access or transfer away within an agreed period of time (for example within 5 or 10 years)?

☐ Yes ☐ No

If yes, how much is the penalty fee and when will this be taken?

Q8 – Have you been promised a specific or guaranteed rate of return once you transfer?

☐ Yes ☐ No

If yes, please tell us more

Q9 – Have you been told you'll be able to withdraw all or part of your pension before age 55 (other than due to ill health)?

☐ Yes ☐ No

Q10 – Will you be making contributions to this scheme?

☐ Yes ☐ No

Q11 – Was this scheme set up by your employer and is it an occupational pension? (you can find out more about what an occupational pension is in the additional information we've sent with this questionnaire)

Please note, a group personal pension or self-invested personal pension does not qualify as an occupational pension.

☐ Yes ☐ No

If yes, we'll require a bit more information from your employer. Please see the 'Employer-Linked Pension' section in the Additional Information section.

Not sure? Your new provider will be able to tell you what type of pension they are offering. This can often be found in the scheme information, Terms and Conditions or Key Features.

Q12 – Will your employer be making contributions to this scheme?

☐ Yes ☐ No

Financial advice, recommendation or guidance

In this section we'll ask you about any advice you've received. Where and how you receive advice can help us to understand if the new provider is a scam.

Q13 – Have you taken financial advice in relation to this transfer or on where to invest after transferring?

☐ Yes ☐ No

If yes, please provide us with details as to who gave you advice including:

- Their name
- Their firm
- Business address
- FCA registration number (if applicable)

Not sure? If you have taken advice from a UK-based adviser they should be able to provide this information easily. This is also often available on their website or included on correspondence. You can also check on the FCA Financial Services Register <https://register.fca.org.uk/s>

Q14 – Is your adviser or adviser's firm based outside the UK?

☐ Yes ☐ No ☐ N/A

If yes, please provide more detail including:

- Name of the adviser/firm
- Their business address
- Who they are regulated by?

Not sure? Your adviser should be able to provide this information easily. This is also often available on their website or included on correspondence.

Q15 – Have you received guidance from the Money Helper?

☐ Yes ☐ No

If yes, MoneyHelper guidance reference number:

Personal details:

Name:

Client number:

Signature:

 SIGNATURE

Date:

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