

PL L Estates Trust Scheme

Hi Esther

Please find enclosed the transfer
forms for LBS's prudential trust
assets.

email me at my usual address if
you need any further information

Ray Marks

A stylized handwritten signature in blue ink, appearing to be 'Paul Allis'.

Paul Allis.

Write to us at
PRUDENTIAL
LANCING
BN15 8GB

Visit us at
pru.co.uk

Speak to us on
0345 640 3000
8am-6pm, Monday to Friday
Calling from abroad?
(+44) 178 644 8844

Email us
Visit
pru.co.uk/prumail
for details

000004 PRVF514M PR52MLC4GP7E2 9610780863

PRUDENTIAL 

Mrs LISA ALKINS
29 Chancery Lane
Alsager
STOKE ON TRENT
Staffordshire
ST7 2HE

Date of this letter
15 July 2020
Plan number
611KU598
Planholder
LISA ALKINS

Transfer of pension benefits

Dear Mrs ALKINS

Thank you for telling us about your plans to transfer. Enclosed are details of the current transfer value. If you wish to buy a guaranteed income for life from another pension provider under the open market option these forms are not suitable. Please contact us and we will send you the correct forms.

What you need to do now

Before transferring these benefits you should consider whether this is the right choice. Please read the following pages which set out some of the things that should be taken into account before transferring.

If you do not understand any terms referred to in the document, further information can be obtained by calling our Customer Contact Centre on the above number.

Our Customer Services teams are unable to give financial advice, but we are happy to help with any queries you may have. If you would like advice, please contact your financial adviser. If you do not currently have an adviser, you can find a Prudential adviser in your area online via pru.co.uk/financial-advice. Or you can find an Independent Financial Adviser in your area online via www.unbiased.co.uk.

What we need to transfer

In order to proceed with the transfer we will need you to:

- Complete and return the 'transfer discharge form'.
- Ask the new scheme to complete and return the 'receiving scheme transfer declaration form'.
- Provide us with a copy of the new scheme's HMRC registration letter. The pension scheme manager should be able to provide a copy.

We have also enclosed a schedule called 'Information for the receiving pension scheme'. We send these details in an attempt to avoid delays that can be caused by completing other companies' forms. You need to give these details to the company that you wish to transfer to.

Also enclosed is a 'Don't let a scammer enjoy your retirement' leaflet to find out how pension scams work, how to avoid them and what to do if you suspect a scam.

If the new provider is registered on OPTIONS (Origo's internet based pension transfer system), the transfer may be able to be done without completing our paperwork. A representative of the new scheme will be able to confirm whether the transfer can be done this way.

Alternatively, we still may be able to transfer the benefits without filling in our transfer forms if the company that you are transferring to sends us their transfer application form. This needs to include both:

- A clear statement, signed by you to transfer the pension benefits from us to the new scheme. This must include all the plan numbers being transferred.
- Details of the scheme you are transferring to, which needs to cover all the information asked for on our form 'Receiving scheme's transfer statement'.

This pack is designed to help with the transfer to a UK registered pension scheme. If you would like to transfer to an overseas pension scheme, please call us so that we can send you the correct forms.

The enclosed document checklist will help to ensure the correct forms required are completed to avoid delays in payment. We will only be able to process this transfer once we have received the correctly completed documents.

The enclosed documents, titled 'Information for the receiving pension scheme' and 'Receiving scheme's transfer statement', are required by the receiving scheme. Please send the documents to them so they can complete and return the 'Receiving scheme's transfer statement' to us.

What will happen next

The receiving scheme will ask you for all the information that they require for the transfer to proceed. The information that they need, and the time taken for them to process the transfer request, will vary between schemes.

When their requirements have been met the receiving scheme will contact us to start the transfer process. If we have everything that we need we will make payment directly to the receiving scheme, usually within 10 to 15 working days, and we will write to tell you that we have made the transfer payment. If anything is missing we'll ask the receiving scheme to send it to us.

If we do not hear from you or the receiving scheme we will assume that you do not want the transfer to go ahead.

How we use your personal information

For a copy of our latest Data Protection Notice, please visit www.pru.co.uk/mydata. This details how and why we use your personal information (including any sensitive personal information), who we may share it with and your rights around your personal information. Alternatively, you can request a hard copy to be sent to you by writing to The Data Protection Officer, Customer Service Centre, Lancing, BN15 8GB.

Please note that we collect personal information from you that is necessary for us to either provide you with the product or service you've requested or to comply with statutory or contractual requirements. Unfortunately if you don't provide all of the information we require this may mean we are unable to provide our products and services to you.

If you are aged 50 years or more and have questions about your retirement options, we strongly recommend that you seek free and impartial help from Pension Wise, the pension guidance service. They can help you understand your options so you can make a well informed decision. You can use Pension Wise as often as you like, for example to consider your options or to seek further guidance. Pension Wise is available:

- on line at www.pensionwise.gov.uk,
- by telephone, on 0800 138 3944

If you need any more information or have further questions, please contact us and we will be happy to help. So that we can deal with your queries quickly and efficiently, please quote the reference shown at the top of this letter.

If you change your email or postal address, landline or mobile number, please let us know so that we can keep in contact with you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tracy Harris', written over a horizontal line.

Tracy Harris
Customer Service Director

These documents are available in other formats.

If you would like a Braille, large print or audio version of this document, please contact us.

Phone: 0345 640 3000
Or (+44) 178 644 8844 if phoning from abroad.
Lines open Monday to Friday, 8am-6pm



Transfer value illustration as at 15 July 2020

Plan number
611KU598
Planholder
LISA ALKINS

The current transfer value of your fund is:

Plan number	Fund value	Final bonus	Transfer value
611KU598	£5,607.95	£1,934.22 **	£7,542.17

** Final bonus amount corresponding to With-Profits Fund

The transfer amount is not guaranteed and may vary from the transfer value shown in this quotation. The value of this plan can grow or fall in value according to the performance of the investment fund.

With-Profits information

As you invest in the With-Profits Fund, you are entitled to a share of the profits. You receive your share of the profits as bonuses that are added to your plan.

Regular bonus

The With-Profits unit price increases in line with the rate of regular bonus we declare. This regular bonus rate can go up or down at any time.

Final bonus

When money is removed from the With-Profits Fund we may add a final bonus to the value of the units. We calculate the final bonus based on the period the investment has been held continuously in the With-Profits Fund and the performance of the fund over that time. The final bonus amount can go up or down at any time. Where units are held in more than one with-profits series, we may calculate a combined final bonus.

Market value reductions (MVR)

This is an amount we might deduct from certain withdrawals you take from the With-Profits fund. It's our way of being fair to all of our With-Profits customers. MVR's help make sure that everyone gets a return based on the earnings of the With-Profits fund over the time their payments have been invested in it. MVR's can change from day to day.

When you take money out of the With-Profits fund, we might reduce your fund value. We'd do this if the value of the underlying assets are worth less than the value of your plan (including all your bonuses). We call this a market value reduction. Your full plan value (including any regular and final bonuses) will be used when working out any MVR.

Prudential is a trading name of The Prudential Assurance Company Limited (PACL) which is registered in England and Wales. Registered office at 10 Fenchurch Avenue, London, EC3M 5AG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Transfer value illustration continued

An MVR might mean you get less when you take money out of your plan. You might even get back less than you invested.

Why we'd take an MVR

It's there to protect investors who aren't taking their money out. An MVR is our way of being fair to all of our With-Profits investors. It makes sure that you get a return based on the earnings of the fund over the time your payments have been invested in it.

When we guarantee not to take an MVR

We won't take an MVR from payments we make because of death or at your selected retirement date.

There's other important information on MVRs in our leaflet 'MVR - A clear explanation', which is enclosed and can also be found on our website.

Further information

The Principles and Practices of Financial Management (PPFM) describe how we manage your With-Profits Investments.

A copy of our PPFM and our product-specific, customer friendly PPFMs are available on our website at pru.co.uk/funds/ppfm or by contacting us.

Our Directors' report shows how we've complied with these principles and practices. You can find this along with our most recent With-Profits Actuary's Report on our website. You'll also find a summary of notable changes we've made in the past or any notable changes we plan to make to the PPFM. If you'd like a written copy, give us a call.

A market value reduction (MVR) does not currently apply to the benefits under plan(s) 611KU598. However, we may at any point need to apply an MVR which would reduce the value of units.

Information for the receiving pension scheme

Existing arrangement details

Planholder name	Mrs LISA ALKINS
Plan number(s)	611KU598
Date of birth	7 October 1965
Contact address	Lancing BN15 8GB
Plan type	IndePension
Benefit Type	Uncrystallised

The scheme is, or is deemed to be, a registered pension scheme in accordance with Part 4 of the Finance Act 2004.

Transfer value as at 15 July 2020

Total transfer value	£7,542.17
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The above figures are not guaranteed and will be recalculated before the payment is made.

Additional transfer details

Are any rights resulting from a pension share included?	No
Are any of the rights being transferred subject to a pension earmarking or attachment order?	No
Are drawdown pension funds included?	No
Has any tax-free lump sum been paid in connection with the rights being transferred?	No
Since April 2015, to Prudential's knowledge, have benefits been taken using HM Revenue & Customs flexible access rules triggering the money purchase annual allowance?	No
Will the transfer be part of a block transfer?	No
Can any of the rights being transferred be taken before minimum retirement age?	No
Does any lifetime allowance protection apply to the benefits being transferred?	No

Prudential transfer document checklist

Please ensure all forms have been fully and accurately completed, and all of the documents listed below are sent to us or the receiving scheme as indicated.

Document title	Instructions	✓
Transfer discharge form	Fully complete the name and address of the pension provider receiving the transfer payment.	
	This must be fully completed and signed by the planholder.	
Receiving scheme's transfer statement	This must be fully completed and signed by an authorised representative of the receiving pension scheme.	
We will only be able to process this transfer once we have received the correctly completed documents. Please return your completed forms and documents to: Prudential Lancing BN15 8GB		

Transfer discharge form

To be completed by the planholder.

Plan number(s) **611KU598**
Planholder **Mrs LISA ALKINS**

Please remember: The amount paid will be recalculated when we pay the transfer and this may be higher or lower than the amount shown previously.

Please remember: We will cancel the units and calculate the transfer value using the unit prices at the date of receipt of all the items requested, fully completed, together with any supporting documents. The amount transferred may be higher or lower than the figures shown previously.

Any incomplete or missing information will delay both the cancellation of units and the transfer payment to the receiving scheme.

I authorise you to transfer the above plan to:

(Please provide the full name and address of the pension provider or pension scheme which is to receive the transfer payment.)

Name of new scheme/pension provider	
Address	
Postcode	
Reference number	
New contact name	
New contact telephone number	
New contact e-mail address	

If you would like to request a partial transfer please provide details in the box below.

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How we use your personal information

For a copy of our latest Data Protection Notice, please visit www.pru.co.uk/mydata. This details how and why we use your personal information (including any sensitive personal information), who we may share it with and your rights around your personal information. Alternatively, you can request a hard copy to be sent to you by writing to The Data Protection Officer, Customer Service Centre, Lancing, BN15 8GB.

Please note that we collect personal information from you that is necessary for us to either provide you with the product or service you've requested or to comply with statutory or contractual requirements. Unfortunately if you don't provide all of the information we require this may mean we are unable to provide our products and services to you.

Transfer discharge form continued

Planholder's declaration

Please read this declaration carefully before signing it. If you believe one or more of the statements below is/are not true in relation to the proposed transfer, and as a result you cannot sign the declaration, we may not be able to/cannot proceed with the transfer.

In relation to the plan listed above, I hereby declare:

- I agree to, and request, the transfer of benefits as indicated above.
- I confirm that I have been made aware of any surrender penalties that will be deducted following surrender of the plan.
- I understand the transfer value is not guaranteed. It will be recalculated before the payment is made, and may be higher or lower than the amount shown previously.
- I am the legal owner of the plan and I am legally entitled to instruct you to transfer the value. I have never been adjudged to be bankrupt, there are no court orders and/or insolvent events affecting my plan.
- I understand and agree that payment of the transfer value will be in full and final discharge of your liabilities in respect of the benefits under the plan number stated above.
- I understand that if I have any entitlement under the Prudential plan(s) to a protected tax-free lump sum and/or a protected pension age these may be lost upon transfer.

My date of birth is 7 October 1965.

- I declare that my date of birth shown and that the statements that I have made are correct and complete. I understand that making a false declaration may result in tax charges and other penalties.
 - I promise that I will be responsible for any losses and/or expenses which are the result, and which a reasonable person would consider to be the probable result, of any untrue, misleading or inaccurate information carelessly given by me, or on my behalf, either in this form or with respect to benefits from the plan(s).
 - I also promise that I will be responsible for any losses and/or expenses which are the result of any untrue, misleading, or inaccurate information deliberately given by me, or on my behalf, either in this form or with respect to the benefits from the plan(s).
1. If you are concerned or have queries about one of the statements please do not hesitate to contact us to discuss the same.
 2. If you have been previously adjudged bankrupt, subject to a Debt Relief Order, Individual Voluntary Arrangement, Administration Order or another insolvent event or your plans are/have been potentially affected by any other court orders, please contact us and provide us with relevant details/documentation, such as: a copy of the order concerned, court/insolvency service reference number and details of the court or insolvency service office, official receiver's office, insolvency practitioner or solicitors details, in order for us to make appropriate enquiries to decide whether or not the transfer can proceed. If you believe all other relevant parties concerned have consented to the transfer please provide documentation to confirm the same. Please note we cannot provide you with legal, financial or tax advice, and you should obtain such advice independently if you feel it is required.

Planholder's signature	
Name	
Date	

Please provide a telephone number below which we can use to contact you between the hours of 8am and 6pm, Monday to Friday.

Preferred daytime contact number	
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Before signing, if you are unsure of any of the terms we have used, please call us using the contact details in our covering letter.

Transfer discharge form continued

Please note, if the new agreement is cancelled with the scheme indicated above, we may not be able to accept the transferred money back in to your original contract.



000004 0000334 FKVF-314W

Receiving scheme's transfer statement

Section 1 – Details of transferring scheme/ planholder

Planholder name	Mrs LISA ALKINS
Planholder date of birth	7 October 1965
Planholder NI number	NH237748D
Plan number(s)	611KU598

Section 2 – Details of receiving scheme

This document should only be used for a transfer to a UK registered pension scheme.

Full name of receiving scheme/ provider	
Your plan number	
HMRC reference (PSTR or SF number)	
Scheme administrator's name	
Scheme administrator's address	
Postcode	
Name of contact (in case of enquiry)	
Telephone number	
Email address	

Type of scheme – the scheme is a: (please tick the relevant box.)

A) A pension scheme registered under Chapter 2, Part 4 of the Finance Act 2004. ☐

B) A statutory pension scheme (as defined in Chapter 1, Part 4 of the Finance Act 2004). ☐

If you have ticked option A please enclose a copy of the scheme's HMRC registration document.

Transfer statement continued

Additional details

Is the scheme:

(i) a non-insured self-administered scheme or a self-invested pension plan?

Yes ☐

No ☐

(ii) an insured scheme?

Yes ☐

No ☐

(iii) a public service pension scheme as defined in s150(3) FA2004?

Yes ☐

No ☐

(iv) a buy-out (deferred annuity) contract?

Yes ☐

No ☐

If the scheme is an insured scheme, or a buy-out contract, we will usually make payment only to the life office insuring the scheme or contract.

Section 3 – Payment details

Please note that if your scheme is fully insured then we will pay the transfer payment directly to the new insurance company, in accordance with HMRC requirements. If the transfer is to a non-insured scheme we will pay directly to the receiving provider or administrator.

Our preferred method of payment is BACS.

(a) If you would prefer payment by BACS please provide us with details of the account into which you would like payment to be made.

Sort code	
Account number	
Account name	
Name of bank	
Reference number	

(b) If you would prefer payment by cheque, to whom should the transfer cheque be made payable?

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This is the scheme/contract's:

administrator ☐

trustees ☐

insurer ☐

(c) Where should the cheque be sent (complete if different from above)?

Name	
Address	
Postcode	

Section 4 – Receiving scheme declaration

This section is to be completed by an authorised signatory of the receiving scheme

We hereby declare:

Transfer statement continued

- we are willing to accept the transfer payment
- the transfer payment will be used to provide relevant benefits under a UK registered pension scheme, in line with Part 4 of the Finance Act 2004
- the information given in this questionnaire is complete and correct; and
- we consent to you referring this proposed transfer to HMRC and for HMRC to provide information to you relating to the registration of the receiving scheme.

Signed for and on behalf of the receiving scheme:

(Please note: if the new agreement is cancelled with the scheme indicated above, we may not be able to accept the transferred money back in to the original contract.)

Authorised signatory	
Name of signatory	
Contact phone number	
Position/title of signatory	
Date signed	