

## TRANSFER PAYMENT FORM

### 1 YOUR DETAILS

1	Policy number(s)							
2	Name							
3	Address and postcode							
4	Country of residence		5	Nationality				
6	Email							
7	Phone no.							
8	Date of birth							
9	National Insurance Number							
10	Occupation							

### 2 IMPORTANT INFORMATION TO CONSIDER IF YOU ARE OVER 50 AND RETIREMENT PLANNING

Before completing the rest of this form, please ensure that you have read "**Your pension: your choices**", a booklet from MoneyHelper.

The decision to access pension savings is an important one. Before making a decision, you should either take a guidance session with Pension Wise or regulated advice. Pension Wise is a free and impartial service from MoneyHelper that helps you understand what you can do with your pension. You could also take regulated advice to understand your options at retirement. If you choose not to do this, please be aware that:

- Pension Wise is designed to be a key part of protecting yourself and your family when making some important and irreversible decisions about your retirement
- Guidance sessions, which can be carried out over the phone or face-to-face, are available by calling Pension Wise between 8am and 10pm, Monday to Sunday. Alternatively, you can contact us and we can help book an appointment for you
- You will have to make your own judgement from the information available about the most appropriate way to provide yourself with an income in retirement
- A financial adviser may be able to recommend a more favourable course of action for your circumstances.
- We set out the risks associated with transferring your policy to another provider in section 8

### 3 NEW PROVIDER DETAILS

Name of the company you are transferring to: \_\_\_\_\_

You need to contact that company and ask them to send us:

- written confirmation they can accept the transfer;
- confirmation of the type of scheme and the scheme administrator;
- a copy of their scheme rules if the scheme is a Small Self Administered Pension Scheme;
- their bank account details for payment; and
- a copy of their HMRC registration certificate

Written confirmation enclosed

Written confirmation to follow – we will not process your transfer until this is received

### 4 COMPLETE THIS SECTION IF YOU ARE TRANSFERRING TO A COMPANY PENSION SCHEME THAT IS NOT A MASTER TRUST OR PUBLIC SERVICE SCHEME If not applicable, go to section 5

If the company pension scheme is not a Master Trust or Public Service scheme, are you an employee of the employer who runs the company scheme?

Yes  Your employer will need to provide a Schedule of Contributions demonstrating contributions have been paid by them into the scheme you are transferring to and they will also need to provide a letter confirming;

- they are the sponsoring employer under the occupational scheme
- the date you become continuously employed by them
- a schedule of pension contributions that were due and the dates of payment

You will need to provide us with copies of your payslips (minimum the last 3 months) and copies of your bank or building society statements showing receipt of this salary.

No  Please state your connection to this scheme and your reasons for transferring?

### 5 PROTECTING YOUR MONEY FROM INVESTMENT SCAMS

There are certain disreputable organisations who seek to persuade you into moving your money into high risk or bogus investments. These are known as investment scams. Would you know what to look out for if you were approached by one of these organisations?

Yes

No

**If you have ticked no, then read this warning:**

Read the important leaflet from the FCA and The Pensions Regulator about Pension Scams. You can check the FCA's list of known scams on [www.fca.org.uk/scamsmart](http://www.fca.org.uk/scamsmart).



## 6 HOW YOU ARE TAKING YOUR SAVINGS

Set up an Income Drawdown which offers flexible income?  
\* complete Confirmation of Guidance or Advice form

Set up an annuity to provide a regular income?  
\*complete Confirmation of Guidance or Advice form

Transfer to reinvest (not taking income)?

Where a partial transfer is requested (**only applicable to policy numbers beginning PPP, PPS, V0 or for the members of the NHS Additional Voluntary Contributions Plan**), please provide the amount below. Please note, if your plan is invested in different investment funds the transfer will be taken from all funds proportionately. If you do not want the transfer to be taken this way, please detail below.

Partial fund of £ \_\_\_\_\_ Specify fund(s) \_\_\_\_\_

## 7 THIS SECTION MUST BE COMPLETED BY YOUR FINANCIAL ADVISER If not applicable as you have not seen an IFA, go to section 8

I have advised my client to transfer their retirement savings with Utmost Life & Pensions to another company. My client is aware of and understands the risks associated with this decision.

Name and address		
Your role in the transfer		
FCA Reference		
Signed		Date

## 8 RISK WARNINGS - n/a if your IFA has completed Section 7

Here at Utmost we'd like to make sure that you understand the risks of transferring your policy to another provider before you apply.

Please note that we are unable to advise you on what you should do with your pension savings and the information included in this section should not be taken as advice.

This section must be fully completed.

**Please answer the following questions - yes or no as appropriate – and then read carefully, the risk warnings that apply based upon your answers.**

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I. INVESTMENT RISK AND CHARGES

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Do you understand the risks and charges associated with the investment you will be making with the new company?

Yes  No

**If you have ticked no, then read this warning:**

Some investments will be more risky than others. It is important you understand the level of risk that applies to your investment with the new company. The level of costs and charges also varies in different investments and policies. Ask the new company to explain the level of risk you are taking on and seek independent guidance or advice if you are unsure. The new company can also explain the charging structure and rates. You need to ensure that you are comfortable with the level of risk and charges before proceeding with your transfer.



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II. FINDING THE BEST PRODUCT FOR YOU

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Have you shopped around with different companies to establish the best product to transfer your retirement savings to?

Yes  No

**If you have ticked no, then read this warning:**

Before transferring your policy, we recommend that you shop around with different companies. Charges and investment options vary from company to company and by shopping around, you will more likely find the best deal for you. For information on shopping around, visit [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk).



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III. MAKING YOUR MONEY LAST

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If you are transferring your savings to a product that will provide an income, do you understand how long this income will last?

Yes  No

**If you have ticked no, or you are unsure, then read this warning:**

You should consider whether you will have enough income to cover your basic needs for the rest of your life. For more information on making your money last, visit [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk).



## 9 LEGAL CLAIMS AGAINST PENSION FUNDS

Are you aware of any other party, for example an ex-spouse or trustee in bankruptcy, who may have a legal claim against your pension fund?

Yes  No

Please provide details below and a copy of any court orders or bankruptcy orders.

**10 CLAIMS SURVEY FOR TRANSFERS\***

**Q1. What features of the new provider’s product and service influenced your decision to transfer your savings from Utmost Life and Pensions?**

**Q2. What, if anything, could we have done differently, which would have led to you leaving your savings invested with Utmost Life and Pensions?**

**Q3. Please confirm whether Utmost Life and Pensions made clear to you when you were considering taking your savings:**

Whether a drawdown policy was an option, and that an Utmost Drawdown policy may now be available

Clear  Unclear

**For former Equitable Life policyholders only:**

You could choose to transfer Personal Pension Plans with other companies to your existing Utmost Personal Pension Plan

Clear  Unclear

**Q4. Please rate the following:**

	<b>Good</b>	<b>Average</b>	<b>Poor</b>
Clarity of our communications			
Explanation of available options			
Overall quality of service			
Range of investment funds			

**Q5. If you have answered Average or Poor to any questions above, is there a specific area we could improve?**

\*Completing this section is not compulsory but it is helpful in continuing to improve the service we provide our policyholders

## 11 DECLARATION

- i. I elect for the payment of the transfer value under the policy to be paid as instructed in section 6 in accordance with the following statements.
- ii. For transfers of the full fund, I agree that once payment is made, Utmost Life and Pensions will have no remaining payment obligations under the policy. However, that won't stop me bringing any other claims against Utmost Life and Pensions.
- iii. For the avoidance of doubt, this release shall not act so as to prohibit me from bringing any claim for any act or omission by you.
- iv. I consent to Utmost Life and Pensions providing information to HM Revenue and Customs to allow them to comply with their obligations. I consent to Utmost Life and Pensions providing information to any other pension providers I may have, as is required by annual allowance reporting requirements.
- v. I agree to indemnify Utmost Life and Pensions for any claims or losses, including third party claims or losses, resulting from Utmost Life and Pensions following these payment instructions.
- vi. I understand that any life cover under the policy will be terminated, unless I have instructed Utmost Life and Pensions to keep this in force
- vii. I will notify any third party who has an interest in this policy that the pension savings are now invested with my new provider.
- viii. The instructions given in this form shall be irrevocable.

Signature	
Print Full Name	
Date	

### If you have additional Trustees under your policy they must also sign this form

Signature	
Print Full Name	
Date	

Signature	
Print Full Name	
Date	

#### **IMPORTANT NOTE IF YOU ARE OVER 50 AND NOT TRANSFERRING TO REINVEST**

Please now complete the enclosed 'Confirmation of Guidance or Advice' form and return it with this payment form. We will not be able to process your claim without this form.

Please note that if you are attending a Pension Wise appointment, you should not send us the forms until after this meeting, as we will not be able to process your claim until after you have attended this meeting.

REST ASSURED

Calls may be recorded for training or monitoring purposes.

Contact us at: Walton Street, Aylesbury, Bucks, HP21 7QW Tel : 0330 159 1530 Fax : 0845 835 5765 : [www.utmost.co.uk](http://www.utmost.co.uk)  
Utmost Life and Pensions Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 775704.  
Registered in England and Wales number 10559664. Utmost Life and Pensions Services Limited is registered in England and Wales number 10559966.

Both have their registered office at: Walton Street, Aylesbury, Bucks, HP21 7QW.