

NOTE: Due to changes in the law around transfers, pension schemes are required to gather the information asked for in this questionnaire before your request can be processed. The measure has been introduced to safeguard members against pension scams which are, unfortunately, all too common.

This guide explains key terms used in the questionnaire, and describes appropriate responses which will help the scheme evaluate your request.

Beware – pension scams are increasing and can be difficult to spot. If you are considering a transfer or are close to retirement, you are particularly at risk. You can find more guidance on avoiding scams on our website at www.railwaypensions.co.uk/resources/safety-and-scams and by visiting the Financial Conduct Authority website at www.fca.org.uk/scamsmart

Please complete this questionnaire using black ink and capital letters, and ensure you sign it before returning. This will help us consider if you are putting yourself at risk if you proceed with the transfer.

It is important that you complete this questionnaire yourself, rather than pass it on to the **receiving scheme** or your adviser to complete for you.

Failure to complete this questionnaire may delay or prevent your transfer request being processed.

How were you first made aware of the receiving scheme?

Did the receiving scheme/adviser or sales agents/representatives for the receiving scheme make the first contact (e.g. by email, letter, phone call, text or via social media)? Were you offered a free pension review?

The **receiving scheme** is the company you are thinking of transferring your pension benefits to.

Tell us how you found out about the scheme you want to transfer to.

For example:

- Are they your current employer?
- Were they recommended to you?
- Did you approach them and ask for information or did they contact you out of the blue?

Tell us how they contacted you and if you were offered a free pension review.

Please explain how the receiving scheme has been described to you in any text or phone calls.

What words or terms have been used to describe the scheme?

For example:

- Guaranteed high return
- Rare overseas investment opportunity

Please provide details of any promotional materials, text messages, emails or letters which you have received about the receiving scheme.

Have you received anything from the scheme you want to transfer to?

Would you be able to provide copies or write the text that they sent you in the box – this information helps us to decide if the scheme is genuine.

Who recommended that you proceed with the transfer? Are they based in the UK or overseas?

If you didn't contact the company yourself – who recommended the scheme?

For example, was it:

- the company/adviser that recommended it
- a friend, or;
- family member?

Could you tell us where the company is based?

Answer either yes or no to **all** these questions.

If you answer **yes** could you give more details.

Have you been given a formal Advice or Suitability Report which is specific to you and your circumstances and covers your attitude to risk and the investments that will be made on your behalf?

Were you told that you could take advantage of a loophole, a 'time-limited' offer or receive a higher tax-free lump sum as a result of transferring? Was a courier used to deliver or collect any documentation?

Have you received written details of any fees, charges or exit penalties (e.g. if you wish to access or transfer the investments within 5 to 10 years) you would have to pay, or how they will affect the value of your investments? If so, can you explain these fees, charges or penalties?

Have you received a Key Features or Terms and Conditions document?

Have any transfer requests for other pension plans, which you may have with other providers or administrators to this scheme, been refused?

Do you know how your money will be invested? Have you been promised a specific/guaranteed rate of return?

Please confirm if you have received any indication that you could access your benefits before age 55 in the receiving scheme, other than on the grounds of ill health.

Have you been told that you will be able to draw a higher tax-free cash sum as a result of transferring?

Answer either yes or no to these questions.
If you answer **yes** could you give more details.

Will you be receiving any cash payment, bonus, commission or loan from the receiving scheme or its administrators as a result of transferring your benefits?

Have you been informed that this transfer payment will give you the opportunity to invest in property?

What is your email address? Please provide at least one email address we can contact you on in case we need further information. Failure to provide this could delay the transfer.

Please provide up-to-date contact details.

What is your telephone number? Please provide at least one telephone number we can contact you on. Due to recent changes in our processes, and advice provided by The Pension Regulator, we are required to make telephone contact with members before releasing the transfer payment.

You need to let us know if you are taking independent financial advice. If you are, please give us their details.

Member declaration:

Please tick as appropriate

I can confirm that I am currently seeking independent financial advice.

I can confirm that I am **not** currently seeking independent financial advice.

Details of my independent financial adviser:

Title (Mr/Mrs/Miss/Other):

First name:

Surname:

Company address:

Postcode:

I can confirm that the information provided on this questionnaire is true to the best of my knowledge.

Signature:

Date signed: / /

Thank you. Please return this form to the address at the top of this page.

NOTE: You must sign and date the declaration or we will not be able to process your request.