



## WS Stakeholder Pension Scheme

# Transfer Out Member Questionnaire

Customer name

[Title] [Initials] [Surname]

Plan number

As the scheme administrator, we have a statutory duty to look for any warning signs that your pension fund is potentially being transferred as part of a pension scam. This could involve a transfer to an arrangement that allows benefits to be paid out before age 55 (the earliest age at which benefits can normally be accessed), or one that promises to pay out a tax-free lump sum that is greater than HMRC allows after age 55.

There are companies who have promised savers that they can cash-in their pension benefits early by transferring their pension savings to them. However, their information can be misleading and could turn into fraud. These companies often omit telling savers about the huge tax charges they could incur as well as additional costs in terms of fees. Potentially, such a transfer could leave you with a tax bill of more than your pension.

We therefore need to ask you a number of questions in relation to the proposed transfer as part of our due diligence checking process. For compliance purposes, we require that you complete this questionnaire yourself and return it to us directly as we are unable to accept the form if it is completed or returned by a third party.

**Please indicate your response to the questions below:**

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?

Yes  No

Did the receiving scheme/adviser or sales agents/representatives for the receiving scheme make the first contact (e.g. a cold call)?

Yes  No

Have you been told that you can access any part of your pension fund under the receiving scheme before age 55, other than on the grounds of ill health?

Yes  No

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

Yes  No

Have you been promised a specific/guaranteed rate of return?

Yes  No

Have you been informed of an overseas investment opportunity?

Yes  No

Are you intending to transfer your pension benefits to a Qualifying Recognised Overseas Pension Scheme (QROPS)?

Yes  No

Have you received guidance from Pension Wise?

Yes  No

If yes, please provide your Pension Wise Reference

Have you chosen to opt out of receiving guidance from Pension Wise?

Yes

No

Provide your reason for opting out

If you have opted out of receiving guidance from Pension Wise, and if you have taken advice from an Independent Financial Adviser, please provide your financial adviser's name and company:

**WARNING:** If you have opted out and have not received any guidance in relation to your retirement benefits, we strongly recommend you book a free appointment with Pension Wise or else seek advice from a financial adviser.

Pension Wise is a government service that offers free and impartial guidance about your retirement options. The guidance service is available via the internet, over the telephone or face-to-face and will explain what options you have and help you think about how to make the best use of your pension savings. Pension Wise also has an information website.

The Government is concerned that, since it was set up, only a small proportion of individuals accessing their pension pot for the first time have used Pension Wise guidance. The Financial Conduct Authority (FCA) now requires us to check and record whether customers who are aged 50 and over have contacted Pension Wise to make full use of this free service and/or taken financial advice. At the time you come to access your funds, we will ask you to confirm whether you have used Pension Wise and/or taken financial advice.

Our team would be happy to assist in organising an appointment for you. Please get in touch to request this, and we can book a guidance appointment for you at a time and date that suits. Alternatively, should you prefer, you can book an appointment directly by going to [www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise](http://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise) or calling 0800 138 3944. Please note, whether we book your appointment or not, we will still need to confirm and record whether you have used Pension Wise and/or taken financial advice.

You can find details of independent financial advisers in your area at [www.unbiased.co.uk](http://www.unbiased.co.uk).

## Customer Signature and Confirmation

Print full name (in **BLOCK LETTERS**)

Signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Once completed, please return to:

Waystone Management (UK) Limited  
PO Box 5246  
Aspect House  
63 Spencer Road  
Lancing  
BN99 9GP