PHOENIX WEALTH

# TRANSFER REQUEST – THE SECTION 32

**Phoenix Wealth, Unit Linked Life & Pensions,** PO Box 1393, Peterborough, PE2 2TP

## When to use this form

You can use this form for transfers from The Section 32 to another UK registered pension scheme.

You **can't use** it for the Retirement Wealth Account, The Personal Pension or The Executive Pension, or for any transfer to an overseas scheme. Please call us on 0345 129 9993 to ask for the forms for these policy/transfer types.

## How to continue with the transfer

You must arrange for the following forms to be completed:

- **Member transfer request** - To be completed by you.
- **Pension scams questionnaire** - To be completed by you
- **Receiving scheme transfer declaration** - To be completed by the receiving scheme.

Please return these forms, together with the **receiving scheme's HM Revenue & Customs (HMRC) registration certificate** (the receiving scheme should be able to give this to you), to Phoenix Wealth, Unit Linked Life & Pensions, PO Box 1393, Peterborough, PE2 2TP

If you have any questions, please contact us on:

- 0345 129 9993
  *(Lines are open from 8.30am – 5.30pm, Monday, Tuesday, Thursday and Friday. And from 9.30am – 5.30pm on Wednesday. As part of our commitment to quality service and security, telephone calls may be recorded).*
- Email: servicing@phoenixwealth.co.uk

**Please note:**

**Regular contributions**
If you, your employer, or a third party is making regular contributions into the policy, please arrange for any direct debit to be cancelled with the bank. If the direct debit is not cancelled before the transfer, this could cause a delay in making the transfer payment as we may have to wait for the payment to clear.

**Drawdown income payments**
If an income payment is due around the time we receive your completed documents we may have to wait for this to go through before we can process your transfer.

## Important information

**If you have a pre 6 April 2006 tax free cash entitlement of more than 25% of the fund value, this may be lost on transfer unless certain criteria are met.**

**The actual amount transferred will be recalculated at the date of receipt of our last requirement to transfer the fund.**

**Pension scams**

The enclosed pension scams leaflet is provided as a guide only and may prove useful to you in explaining this issue in more detail.

We strongly recommend that you are cautious if you have received a website promotion, cold-call, text message or advert encouraging you to transfer your benefits or cash-in your pension. Any plans that claim to provide you with a loan or cash sum greater than the scheme could provide, should be avoided. Unfortunately, in the majority of cases, these promises are bogus and such plans may result in you losing some or all of your pension benefits.

The leaflet makes reference to the UK minimum retirement age and UK helpline telephone numbers and these should be ignored if you do not hold or do not intend to transfer your pension to a UK pension arrangement.

We have enclosed a 'Pension Scams' questionnaire as part of your transfer documentation, this document must be completed and returned to us along with your other transfer request documents before your requested transfer can be processed. Completion of the questionnaire will help us to identify any new or existing concerns relating to pension scams and will enable us to provide an increasing level of protection for planholders and their pension savings held with us.

Due to a general increase in the threat of pension scams, the pensions industry has produced a code of good practice for conducting more effective due diligence on pension transfer requests. Phoenix Wealth subscribes to this code.

We are legally required to check if signs of a pension scam exist in connection with a proposed transfer, and we must satisfy ourselves that one of two conditions is met before transfer can proceed. The two conditions are:

(1) the receiving pension scheme is either:
- (a) a Master Trust scheme authorised by the Pensions Regulator, or
- (b) a Collective Money Purchase scheme authorised by the Pensions Regulator, or
- (c) a Public Service Pension scheme.

(2) when we check for signs of a pension scam, either:
- (a) we do not identify the presence of any warning flags, or
- (b) although warning flags are found, you have taken pension transfer scams guidance from MoneyHelper, a free and impartial service.

These checks will be conducted once your signed transfer request and completed Pension Scams questionnaire have been received by us and may include:

- Contacting you to ask for additional information relating to your transfer request.
- Asking the receiving scheme for additional information relating to their scheme.
- Contacting HMRC to request they provide confirmation of the registered status of the receiving scheme.
- Requiring you to take pension transfer scams guidance from MoneyHelper.

Please note that if we find the presence of the most severe pension scam warning flags, known as red flags, you will lose the right to transfer to your selected receiving scheme.

Once we have completed our due diligence checks we will let you know whether or not we are in a position to complete your transfer. We may also request you complete a further declaration once our checks have been completed.

Where we contact HMRC to obtain confirmation of the registered status of the receiving scheme, we can't provide a timescale for them to provide us with a response to our request and our due diligence checks are unlikely to be complete until that confirmation is received.

**Origo Options Transfer Service** – We are members of the Origo Options Transfer Service. This service is designed to minimise paperwork and speed up transfers between companies. You will need to speak to the receiving scheme to see if they use this service. If they do, the transfer request can be processed electronically and you do not need to complete these forms.

## MEMBER TRANSFER REQUEST

## SECTION A: TRANSFER DETAILS

| | |
|---|---|
| **Member name** | |
| **Policy number** | |

On receipt of approval from the trustees of the receiving scheme, I request Phoenix Life Limited to make a transfer payment in respect of the above policy reference number(s) to the following Scheme **(you must enter the full name of the receiving scheme):**

| |
|---|
| |

("the Receiving Scheme")

I wish to transfer the following (please tick the appropriate box):

☐ All of the above numbered policy

☐ See special instructions in the box below

## SECTION B: SPECIAL INSTRUCTIONS

| |
|---|
| |

## SECTION C: ADVICE AND GUIDANCE (TO BE COMPLETED BY CUSTOMERS AGED OVER 50)

| | |
|---|---|
| **Are you transferring with the intention of accessing your pension funds?** | ☐ Yes ☐ No |

If you answered no to the above question, please proceed to Section D.

**Getting advice**

MoneyHelper gives you information about the types of support that are available at www.moneyhelper.org.uk/types-of-support-and-guidance. We strongly recommend that you use **Pension Wise**, or seek independent financial advice before making a decision regarding your retirement options.

**Pension Wise** is a service from MoneyHelper. It was set up to help people make an informed decision about their pension savings. They can offer guidance, delivered by an independent pension specialist, who will discuss all of the different options that may be available. This can help you understand your options and make a well informed decision, and does not affect your right to take regulated financial advice at your own cost should you chose to do so.

We can book a **Pension Wise** appointment on your behalf should you choose to discuss your options with them. Alternatively, you can book your own appointment with **Pension Wise** by visiting the Money Helper website at www.moneyhelper.org.uk/nudge-public, or by calling them on 0800 011 3797.

If you have used **Pension Wise** before, and there has been a significant change to your circumstances since the guidance was given, then it may be in your best interests to seek guidance again.

If you want to get independent financial advice, the website www.unbiased.co.uk will help you find an authorised financial adviser who is local to you. Please remember, a financial adviser will charge you for providing advice but they will discuss the cost of this before you use their services.

To enable us to understand whether you've had any advice and/or guidance please answer the following questions:

| | |
|---|---|
| **Have you accessed the Pension Wise service?** | ☐ Yes ☐ No |
| **Have you had advice from an authorised financial adviser?** | ☐ Yes ☐ No |

**This question should only be answered if you have selected NO to both of the above advice questions.**

| | |
|---|---|
| **I have not sought advice from an authorised Financial Adviser, nor have I used the Pension Wise guidance service. I understand the risks of not receiving advice or guidance but I still want to proceed.** | ☐ Yes ☐ No |

## SECTION D: DECLARATION

I hereby consent to the transfer and authorise Phoenix Life Limited to make a transfer payment to the trustees/administrators of the Receiving Scheme in full discharge and satisfaction of any obligation on the part of Phoenix Life Limited to give effect to the pension benefits in respect of the policy reference number(s) quoted above. I undertake to destroy any policy documentation previously issued to me in respect of this contract.

Signature:

✖

Date:

☐☐/☐☐/☐☐☐☐

**Please note:**
To comply with Anti Money Laundering requirements, we may verify your identity by carrying out an on-line check with a reference agency. The agency will add a note to your credit file to show that an identity check has been made, but this information will not be available to any third parties and will not affect your credit rating.

Phoenix Life Limited, trading as Phoenix Wealth, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Phoenix Life Limited is registered in England and Wales No. 1016269 and has its registered office at: 10 Brindleyplace, Birmingham, B1 2JB.

**GEN0039** | October 2026

## PENSION SCAMS QUESTIONNAIRE

**IMPORTANT – YOU MUST COMPLETE THIS FORM AND RETURN IT TO US BEFORE THE TRANSFER CAN GO AHEAD – This is for your protection**

| | |
|---|---|
| **Member name** | |
| **Policy number** | |

As a pension provider, Phoenix Wealth has a duty to protect your pension by looking for signs that your pension is being transferred as part of a pension scam. This could be where:

- a pension is being transferred to an arrangement which allows benefits to be accessed before the minimum age specified by HMRC, which is 55 (rising to 57 from 6 April 2028);
- a new pension provider promises to pay out tax-free cash which is higher than the HMRC limits;
- a pension loan or cash incentive is offered and the information provided to you is misleading;
- you are not sufficiently warned about large tax charges that you will be personally responsible for; and where
- set-up and ongoing charges are not clearly explained.

The fraud risk when transferring your pension plan is high therefore please ensure you read the transfer pack we have provided carefully as it provides further information in relation to pension scams.

As part of our standard process and to help us monitor the security of your pension we need you to answer the following questions – please provide as much information as you can as it will help us with our investigations (*please indicate as applicable):-

| | |
|---|---|
| **Did the new pension provider or any connected party contact you first? (Cold calling by telephone, post, email, text or door to door)** | *Yes / No (if Yes please provide details here) |
| **Will you be receiving any cash payment, bonus or loan from the new pension provider as a result of transferring your benefits?** | *Yes / No (if Yes please provide details here) |
| **How did you hear about the new pension provider?** | Please provide details here |
| **Have you been told that you can access any part of your pension under the new pension provider <u>BEFORE</u> age 55, other than on grounds of ill health?** | *Yes / No / Not applicable - (if Yes please provide details here) |
| **Have you been promised a specific or guaranteed rate of return on your pension under the new pension provider?** | *Yes / No (if Yes please provide details here) |
| **Have you been informed of an investment opportunity in another country outside of the United Kingdom?** | *Yes / No (if Yes please provide details here) |

**Please provide details of any other information you believe is relevant to the above questions:**

## RECEIVING SCHEME TRANSFER DECLARATION

| | |
|---|---|
| **Member name** | |
| **Membership number(s)** | |

## SECTION A: RECEIVING SCHEME DETAILS

| | |
|---|---|
| **Name of the receiving scheme** | |
| **UK pension scheme registration number** (please enclose a copy of the registration certificate) | |

## SECTION B: PAYMENT DETAILS (CHAPS/CHEQUE)

| | |
|---|---|
| **Account name** | |
| **Sort code** | ☐☐-☐☐-☐☐ |
| **Account number** | ☐☐☐☐☐☐☐☐ |
| **Roll number** | |
| **Payment reference** | |
| **Cheque payee, if applicable** | |

## SECTION C: SPECIAL INSTRUCTIONS

## SECTION C: RECEIVING SCHEME DECLARATION

We, being the Trustees of the Scheme, certify that:

1. The information and particulars given above are correct.
2. The policyholder is a member of the scheme.
3. The transfer payment will be applied to provide pension benefits in respect of the policyholder in a manner that is consistent with the benefits that may be provided by a registered pension scheme.

Signature:

✖

Date:

☐☐/☐☐/☐☐☐☐

| | |
|---|---|
| **Name** | |
| **Position** | |

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November 2022 | V.01

# Don't let a scammer enjoy your retirement

## Find out how pension scams work, how to avoid them and what to do if you suspect a scam.

Scammers can be articulate and financially knowledgeable, with credible websites, testimonials and materials that are hard to distinguish from the real thing. Scammers design attractive offers to persuade you to transfer your pension pot to them or to release funds from it. It is then invested in unusual and high-risk investments like overseas property, renewable energy bonds, forestry, storage units, or simply stolen outright.

## Scam tactics include:

- contact out of the blue
- promises of high / guaranteed returns
- free pension reviews
- access to your pension before age 55
- pressure to act quickly




### If you suspect a scam, report it

- **Report to the Financial Conduct Authority (FCA)**
  by contacting their Consumer Helpline on 0800 111 6768 or using the reporting form at www.fca.org.uk
- **Report to Action Fraud**
  on 0300 123 2040 or at www.actionfraud.police.uk
- **If you're in the middle of a transfer,**
  contact your provider immediately and then get in touch with www.moneyhelper.org.uk

**www.fca.org.uk/scamsmart**

# Four simple steps to protect yourself from pension scams

## 1 Reject unexpected offers

If you're contacted out of the blue about your pension, chances are it's high risk or a scam. Be wary of free pension review offers. A free offer out of the blue from a company you have not dealt with before is probably a scam. Fortunately, research shows that 95% of unexpected pension offers are rejected.*

## 2 Check who you're dealing with

Check the Financial Services Register (https://www.register.fca.org.uk/s/) to make sure that anyone offering you advice or other financial services is FCA-authorised.

If you don't use an FCA-authorised firm, you also won't have access to the Financial Ombudsman Service or the Financial Services Compensation Scheme. So you're unlikely to get your money back if things go wrong. If the firm is on the FCA Register, you should call the Consumer Helpline on 0800 111 6768 to check the firm is permitted to give pension advice.

Beware of fraudsters pretending to be from a firm authorised by the FCA, as it could be what we call a 'clone firm'. Use the contact details provided on the FCA Register, not the details they give you.

## 3 Don't be rushed or pressured

Take your time to make all the checks you need – even if this means turning down an 'amazing deal'. Be wary of promised returns that sound too good to be true and don't be rushed or pressured into making a decision.

## 4 Get impartial information and advice

MoneyHelper (www.moneyhelper.org.uk) – Provides free independent and impartial information and guidance.

Pension Wise, is a service from MoneyHelper, backed by government (www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise) – If you're over 50 and have a defined contribution (DC) pension, Pension Wise offers pre-booked appointments to talk through your retirement options.

Financial advisers – It's important you make the best decision for your own personal circumstances, so you should seriously consider using the services of a financial adviser. If you do opt for an adviser, be sure to use one that is regulated by the FCA and never take investment advice from the company that contacted you or an adviser they suggest, as this may be part of the scam.

**Be ScamSmart with your pension. Check who you are dealing with.**

www.fca.org.uk/scamsmart

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