

Pension scams questionnaire



btpensions.co.uk

csu@railpen.com

0800 012 1117

PO Box 300, Darlington,
DL3 6YJ

Member name:
Member reference :

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 scams on our websites at btpensions.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.

Q1. How were you first made aware of the receiving scheme?

Q2. 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 free pension review?

Q3. Please explain how the receiving scheme has been described to you in any text or phone calls.



Q4. Can you explain your reasons for requesting the transfer? What will you be able to achieve by transferring that you will not be able to do in your existing scheme?

Q5. Please also provide details of any promotional materials, text messages, emails or letters which you have received about the receiving scheme.

Q6. Who recommended that you proceed with the transfer? Are they based in the UK or overseas?

Q7. Do you know if the firm is authorised by the FCA to advise on pension transfers? (Please state yes/no/don't know)

Q8. Has a financial advisor advised you not to transfer? (Please state yes/no/don't know). If yes, explain why you wish to proceed against their advice.



Q9. 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? (Please state yes/no/don't know)

Q10. 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? (Please state yes/no/don't know)

Q11. Was a courier used to deliver or collect any documentation? (Please state yes/no/don't know)

Q12. 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? (Please state yes/no/don't know). If yes, please explain these fees, charges or penalties.

Q13. Have you received a Key Features or Terms and Conditions document? (Please state yes/no/don't know)



Q14. Have any transfer requests for other pension plans, which you may have with other providers or administrators to this scheme, been refused? (Please state yes/no/don't know). If yes, what were the reasons for their refusal?

Q15. Please explain how your money will be invested?

Q16. Have you been promised a specific or guaranteed rate of return? (Please state yes/no/don't know). If yes, what is the rate?

Q17. 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.

Q18. Have you been told that you will be able to draw a higher tax-free cash sum as a result of transferring? (Please state yes/no/don't know)

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Q19. Will you be receiving any cash payment, incentive, bonus, commission or loan from the receiving scheme or its administrators as a result of transferring your benefits? (Please state yes/no/don't know)

Q20. Have you been informed that this transfer payment will give you the opportunity to invest in property? (Please state yes/no/don't know)

Q21. Will part of the transfer payment be invested in overseas investments? (Please state yes/no/don't know)

Q22. Are any of your investments of the type which are included on the FCA warning list? (<https://www.fca.org.uk/scamsmart/types-investmentand-pension-scams>) (Please state yes/no/don't know)

Q23. Are all the UK investments regulated by the FCA? (Please state yes/no/don't know)



Q24. 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.

Q25. 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.



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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:

IFA FCA number:

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.