

Transferring to another pension arrangement

We will only provide one guaranteed transfer value in any 12-month period. This will be guaranteed for 6 months. If the transfer process is not completed before the guarantee expires, the transfer cannot proceed.



As the transfer process can take some time, we recommend you appoint a financial adviser authorised by the Financial Conduct Authority (FCA) before requesting a transfer pack. If you do not need a guaranteed transfer value yet, then you should consider delaying your request for a pack.



If you are transferring to an **overseas pension arrangement**, let us know straight away as we will need to send you a different pack.



Receiving your transfer pack

We will usually issue a transfer pack within **10 working days** of your request. Please note, however, that if your transfer value needs to be referred to an actuary, it may take 2 – 4 weeks to issue your pack. Most transfer values do not need to be referred to an actuary



Returning your forms and other documentation

We recommend that if, having taken financial advice, you want to transfer, please send the documentation back to us as soon as possible

Information for financial advisers

Your transfer pack together with the 'Information for financial advisers' document sent with the pack, will provide your financial adviser with enough information to advise you on the transfer.

The 'Information for financial advisers' document can also be found on our website at:

> www.rothesay.com/policyholders/transfer

Our transfer process

DAY 1

We issue your transfer pack

Your transfer pack will include:

- A transfer value guaranteed for 6 months
- A current options statement setting out your benefits should you take them directly from Rothesay (provided you are over age 55 and have not recently been issued with one)
- The forms that you need to complete and return to us
- Details of the documents you need to send to us if you decide to transfer

Please consider your options carefully and take suitable financial advice

Still want to transfer?

NO

If you no longer want to transfer, please let us know

YES

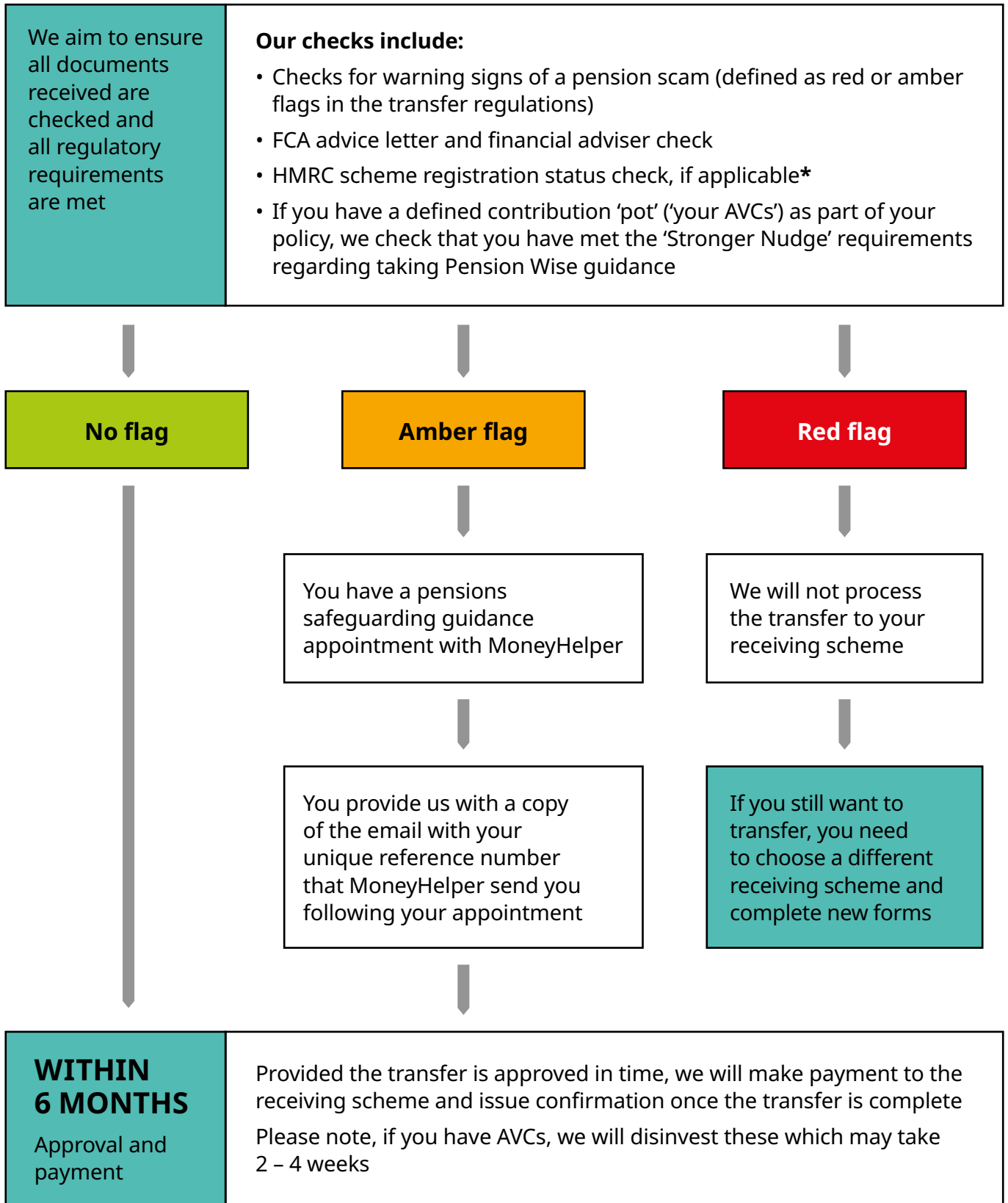
Please send us the completed forms and the other documentation requested in the transfer pack

When we receive your documentation we will let you know if we need anything further

WITHIN 4 MONTHS

To try to ensure that the transfer process is completed before the 6-month guarantee on your transfer value expires, we recommend you provide all the required documentation within 4 months of the date the transfer pack is issued, allowing at least 2 months to complete the transfer

Our checks



*Please note, HMRC status checks can take some time

Transfer guidance

If you are thinking about taking a transfer, you should read the information on our website.

> www.rothesay.com/policyholders/transfer

Where you can find further help and guidance



MoneyHelper is backed by the government and provides free and impartial guidance to help make money and pension choices clearer.



The FCA regulates financial services firms in the UK.

For help finding a financial adviser

> www.moneyhelper.org.uk

Select 'Pensions & retirement' from the MoneyHelper main menu, then 'Find a retirement adviser'

> <http://register.fca.org.uk>

FCA authorised financial advisers, who can offer defined benefit transfer advice, are on the FS Register as 'advising on pension transfers and opt-outs'

For information on how to avoid pension scams

> www.moneyhelper.org.uk

Select 'Money troubles' from the MoneyHelper main menu, then 'scams', and then 'How to spot a pension scam'

> www.fca.org.uk/scamsmart

Select 'How to avoid pension scams' from the ScamSmart homepage

For general information about transfers

> www.moneyhelper.org.uk

Select 'Pensions & retirement' from the MoneyHelper main menu, then 'Building your retirement pot', and then 'Transferring your defined benefit pension'