

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



Turn over for more information on the transfer process from the day your transfer pack is issued ('Day 1').

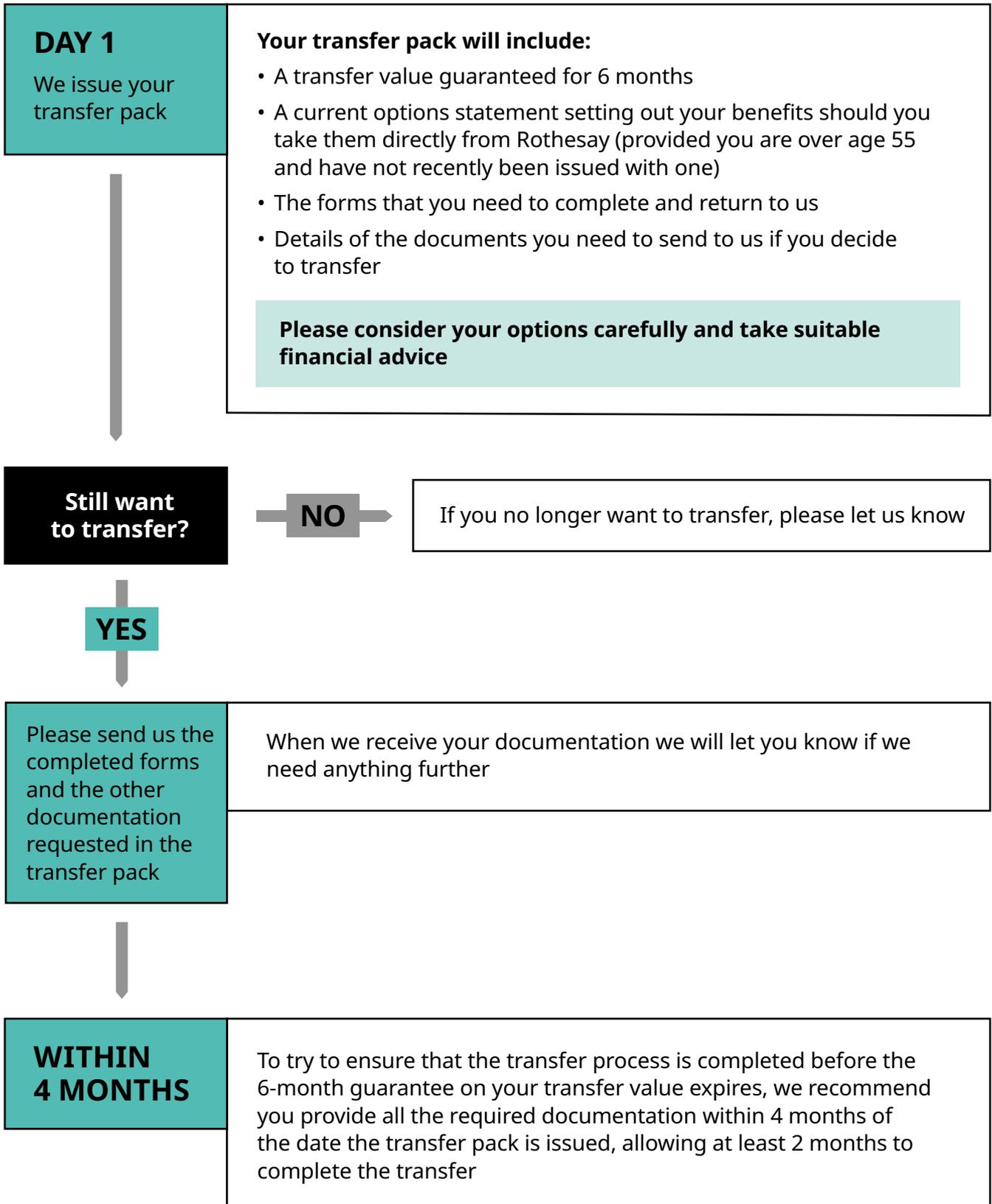
Information for financial advisers

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.

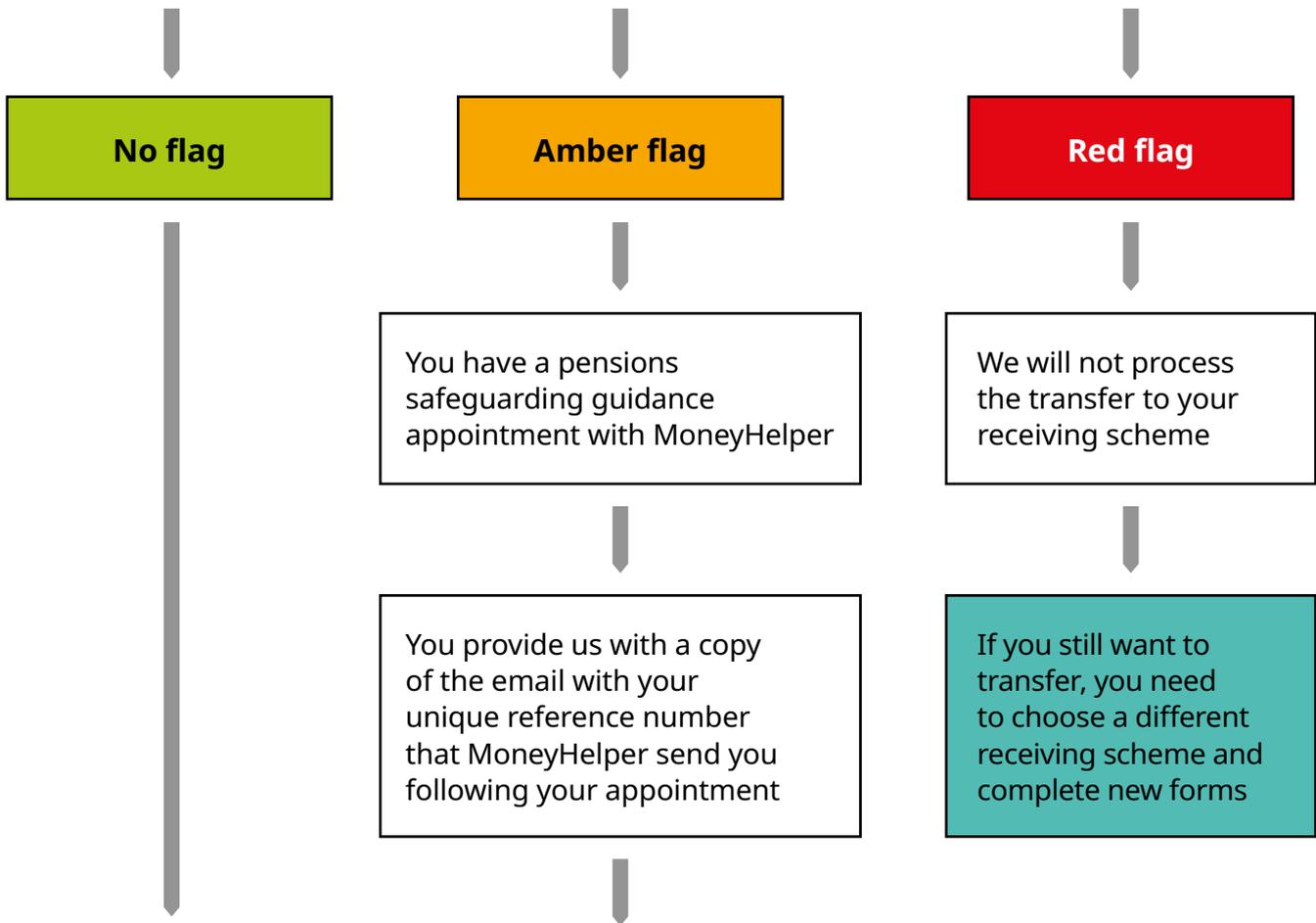
The 'Information for financial advisers' document can also be found on our website at:

> www.rothesay.com/policyholders/transfer

Our transfer process



<p>Our checks</p> <p>We aim to ensure all documents received are checked and all regulatory requirements are met</p>	<p>Our checks include:</p> <ul style="list-style-type: none"> • Checks for warning signs of a pension scam (defined as red or amber flags in the transfer regulations) • FCA advice letter and financial adviser check • HMRC scheme registration status check, if applicable* • If you have a defined contribution 'pot' ('your AVCs') as part of your policy, we check that you have met the 'Stronger Nudge' requirements regarding taking Pension Wise guidance
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<p>WITHIN 6 MONTHS</p> <p>Approval and payment</p>	<p>Provided the transfer is approved in time, we will make payment to the receiving scheme and issue confirmation once the transfer is complete</p> <p>Please note, if you have AVCs, we will disinvest these which may take 2 - 4 weeks</p>
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*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.



TaxAid is a service from the charity Tax Volunteers, funded by HMRC, the tax profession and a number of insurance companies, including Rothesay. It provides free, independent and expert help and advice regarding tax.

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 offer defined benefit transfer advice, and are on the FS Register as 'advising on pension transfers and opt-outs'.

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.

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'.

Tax advice

> <https://taxaid.org.uk/rothesay>

> **0333 207 5652**

TaxAid is a service from the charity Tax Volunteers, funded by HMRC, the tax profession and a number of insurance companies, including Rothesay. It provides free, independent and expert help and advice regarding tax.
