



# Frequently asked questions

For our Defined Contribution Members

# Welcome to TPT Retirement Solutions

TPT Retirement Solutions (formerly The Pensions Trust) is one of the leading workplace pension providers in the UK. We have no shareholders and are run purely for the benefit of our members. By offering a range of trust-based products with a reliable and comprehensive service, we cater for a variety of customers and their requirements. The purpose of this guide is to provide general guidance on your pension scheme.

Your pension scheme sits within a Master Trust which comprises of 50 plus separate schemes, serving more than 350,000 members. Working in this way, our combined size and strength with c.£12 billion of assets under management, enables us to achieve economies of scale, the benefits of which we pass on to our customers. Each scheme has its own separate section in TPT ensuring its assets and liabilities are ring-fenced.

We have been included in The Pensions Regulator's list of pensions schemes that have achieved Master Trust Assurance. We

have also been awarded the Pensions Quality Mark 'Ready' status. You can find out more information on TPT at [www.tpt.org.uk](http://www.tpt.org.uk)

This is not a complete or authoritative statement on the formal Rules of the Scheme and you can download the Scheme Rules by visiting:

[www.tpt.org.uk/about-us/trust-deed-rules](http://www.tpt.org.uk/about-us/trust-deed-rules)

This guide is for all members and prospective members, it replaces previous scheme booklets, announcements and leaflets.

November 2016

# Frequently asked questions

This booklet answers some of the questions that you might have about saving for a pension and will be updated from time to time.

## Why have I been enrolled into the Scheme?

New legislation that means eligible workers will be automatically enrolled into a qualifying workplace pension scheme. These schemes will have to provide a minimum level of benefits. If you meet the eligibility criteria, you will be automatically enrolled into the Scheme by your employer and will receive the relevant notifications and information about the Scheme.

An eligible worker is anyone who:

- is aged between 22 and State Pension age
- earns more than £10,000 a year (2015-16 tax year)
- works in the UK.

Your employer may have adopted contractual enrolment. This means that even if you do not meet the criteria of an eligible worker as outlined above, your employer may have elected to automatically enrol all of its employees. If this is the case it should have been outlined by your employer in your contract of employment.

## What are the conditions for being enrolled into the Scheme?

You must agree to be bound by the rules of the Scheme, and you must pay the minimum contributions required. You can't assign your pension rights – for example, as security for a loan.

## Am I too young to save for a pension?

It's never too soon to start saving for your future. The sooner you start, the better chance

you have of saving more and your savings growing to provide you with a higher income in retirement.

## How much does it cost?

Contributions must be paid in line with the minimum requirements set by your employer or the regulations. You can decide to save more than these minimum amounts. Your contributions will be an agreed percentage of your salary.

## How can I keep track of how much my savings are worth?

You may have been given access to your DC Account, it's an online account where you can manage your pension funds and log in to view details of your pension fund.

If you do not have access to your DC Account which you can log in by visiting [www.tpt.org.uk/login](http://www.tpt.org.uk/login) you can request a fund value update at any time by contacting TPT on **0345 072 6780**.

As well as this you will receive an annual benefit statement which will show you details of how your savings have grown over the year and the value of your savings. This may be emailed to you in the future so please ensure that we have an up to date email address to contact you on.

## Can I change my investment fund choice?

Yes – you can do this through your DC Account, if you have online access, or by completing a Switch Instruction Form, available to download from our website and send to the address at the bottom of the form.

## Can I transfer previous pension benefits into TPT?

If you have benefits in a different pension arrangement you may be able to arrange for these to be transferred so that you have all your pension savings in one place. To do this, we will need some details from you and your previous pension provider.

You will need to contact your previous pension provider and request the transfer value of your benefits. You will need to ask your provider to give you the following:

The name of your scheme, plan or arrangement

- The provider's Pension Scheme Tax Reference Number
- The exact period to which the transfer value relates
- Any forms that they will need you and TPT to complete if you want the transfer to go ahead.

Or you may request this information by completing the Transfer In Form to request transfer details form, the form can be downloaded from our website [www.tpt.org.uk](http://www.tpt.org.uk) and then you can send it to your previous pension provider.

Once you have received transfer details from your previous pension provider, send the transfer details, any forms that your provider requires to be completed and the completed Transfer In – Form to accompany transfer details form to us immediately. If your previous pension provider has not answered all the questions above, we may have to liaise directly with your provider to obtain the missing information, which may delay the transfer.

Once we have processed this information we will confirm what you need to do next if you would like the transfer to go ahead.

If your previous provider is an overseas arrangement there are some different requirements – if this is the case please contact TPT before you do anything.

## Can I pay Additional Voluntary Contributions (AVCs)?

As a member of a Defined Contribution Scheme, you have the right to pay additional contributions. You can do this either through your DC Account, contacting TPT on **0345 072 6780** or by completing an Application to Pay Additional Voluntary Contributions form, this form can also be downloaded from the resource library on our website [www.tpt.org.uk](http://www.tpt.org.uk)

Once you have completed your application, your increased contribution will be deducted through your employer's payroll.

## What happens when I die?

If you were to die before your pension had started to be paid, the value of your fund would be returned to your nominees or dependants.

If you die after you have retired from the Scheme, your dependants may be entitled to receive benefits but this will depend on the type of annuity you purchased with an insurance company.

To ensure the money goes to the right people you should update your nomination details on your online DC account. Or you can complete the downloadable Nomination Form from our website. You can also phone the Administration Team at TPT on **0345 072 6780** and request a paper copy of the nomination form for you to complete and return to us.

## Taking care of your pension

Your pension is set up by Trust Deed and run under a set of Rules and is managed and administered by TPT. It is governed by a Trustee Company called 'Verity Trustees Limited'.

Directors are non-executive, three nominated by members, three nominated by employers and up to three co-opted by the member nominated and employer nominated Directors.

TPT has been administering pension schemes since 1946. As a not-for-profit organisation, TPT is run for the benefit of the employers who choose its pension schemes and the members who belong to these schemes TPT is not an insurance company.

TPT is not registered under the Financial Services and Markets Act to give financial advice. Any information that is provided to members or prospective members should therefore be taken to constitute information and not be taken to constitute advice. When providing information to members or prospective members, TPT takes care to provide an accurate service but the decision and choice remains the individual's for which TPT cannot be held responsible.

## Tax allowances

The Pensions Trust is a registered pension scheme for the purposes of Part 4 of the Finance Act 2004. The Pension Scheme Tax Reference is 00281218RV.

Annual Allowance – is the maximum amount of pension saving you can have each year that benefits from tax relief. The Annual Allowance from 6 April 2015 is £40,000 a year to all your pension arrangements.

Money Purchase Annual Allowance (MPAA) – if you have already taken certain types of retirement benefit from your DC Pension

Pot you will be subject to the MPAA of £10,000 and you will be notified accordingly. You will still have an annual allowance of £40,000 in total but no more than £10,000 can be paid into your defined contribution pension arrangements without there being tax implications. Please consider taking independent financial or tax advice if this applies to you.

Lifetime Allowance – limits the total that you can save for your future over your lifetime without tax implications. If the total value of all your pension arrangements exceeds £1 million (2017/18 tax year), you will be taxed on any amount above this.

If the value of your benefits from all tax-registered pension schemes exceeds the Lifetime Allowance, tax charges will apply to the excess. It should be noted that both the Lifetime and Annual Allowances are only likely to affect those with very high earnings and/or significant pension benefits held elsewhere. From the 2018/19 tax year, the Lifetime Allowance will then be linked to increases in the Consumer Prices Index for the following tax years.

Please note that tax allowances may change from time to time.

## How do I benefit from tax relief?

TPT requires your employer's payroll team to take contributions from your gross pay. Gross pay means the amount your employer is paying you before tax has been deducted. You will be able to see this on your pay slip.

As a result, your pay is lower for tax purposes, therefore you will pay less tax. In this way you are receiving tax relief on your contributions. This is sometimes known as a Net Pay arrangement.

For those members who do not pay income tax (have yearly earnings of £10,600 or less for the 2015/16 tax year), will not get any benefit from tax relief under this arrangement.

There is no limit on the amount you can pay into your pension scheme. However, tax relief is only available on amounts under £3,600 (gross contributions) or 100% of your UK earnings.

### **Termination**

Your pension scheme is intended to provide long-term security for the benefit of its past and present members. If your employer decides to withdraw from the Scheme you will normally be entitled to benefits calculated as if you had left service subject to the necessary contributions having been paid.

### **Assignment**

You cannot, except where permitted by law on divorce, sign away your pension rights, even temporarily, for example as security for a loan. Similarly you are not allowed to assign your pension to another person, even your wife or child.

### **Communications you will receive as a member**

As a member you will receive a summarised version of TPT's Annual Report and Accounts by email each year, but are entitled to the full version on request. A copy can be viewed on TPT's website.

TPT issues annual benefit statements to members. Further information, planning tools and a feedback facility is also available on this website; [www.tpt.org.uk](http://www.tpt.org.uk)

### **General Data Protection Regulation (GDPR)**

For more detailed information on how we use and disclose personal information, the protections we apply, the legal basis for our use of personal information and your data protection rights under the General Data Protection Regulation, see our privacy policy at [www.tpt.org.uk/privacy-policy](http://www.tpt.org.uk/privacy-policy).

## Useful contacts

### Financial Conduct Authority

The Financial Conduct Authority regulates the financial services industry in the UK and provides information for consumers about all aspects of financial planning, including how to find an adviser [www.fca.org.uk](http://www.fca.org.uk)

### Pensions Ombudsman

The Pensions Ombudsman may investigate and determine any complaint or dispute over the way in which a pension arrangement is run. Normally the Ombudsman will require you to have been through the Plan's procedure for resolving disputes and will ask The Pensions Advisory Service to consider the complaint first. [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)  
**0207 630 2200**

### The Pensions Regulator

The Pensions Regulator regulates the running of occupational pension arrangements and can intervene if trustees, employers or professional advisers have failed in their duties. [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)  
**0870 606 3636**

### Pension Tracing Service

If you have lost track of a pension you can trace it by contacting the Pension Tracing Service online [www.pension-tracing-service.com](http://www.pension-tracing-service.com)

### Pension Wise

Pension Wise is a free and impartial government service for those who are approaching retirement. It helps scheme members understand their pension options. [www.pensionwise.gov.uk](http://www.pensionwise.gov.uk) **030 0330 1001** (to book an appointment)

### The Money Advice Service (MAS)

MAS is a free and impartial government service that provides money advice, tools and calculators for financial planning and telephone support [www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)  
**0300 500 5000**

### The Pensions Advisory Service (TPAS)

TPAS is an independent organisation that provides free advice and guidance on all types of pension queries as well as helping settle disputes or complaints you have failed to resolve [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)  
**0300 123 1047**

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