

## Transfers

On receiving your request to transfer, we will send you:

- Statement of Value
- Transfer Payment Form



You consider the information sent to you. If you want to go ahead, you need to:

- contact the receiving company and ask them to send us:
  - their bank details
  - confirmation they will accept the transfer
  - a copy of their HMRC registration certificate
- complete and return the Transfer Payment Form to us



Once we have received everything we need, we make payment:

- by Bankers' Automated Clearing System (BACS)
- normally within 10 working days of receipt of all information

We will send you and the receiving company written confirmation this has happened.

If you would like more information, please contact us:

Website [www.equitable.co.uk](http://www.equitable.co.uk)

Address Equitable Life  
Walton Street  
Aylesbury  
Bucks  
HP21 7QW

Telephone 0330 159 1530 or +44 1296 386242 if you live abroad

Fax 0845 835 5765 or +44 1296 386243 if you live abroad

Email [enquiries@equitable.co.uk](mailto:enquiries@equitable.co.uk)

**You should be aware that sending information by email is not always secure.**

For security reasons, we may not always be able to respond by email.

We are open from 09:00 until 17:00 Monday to Friday.

**Before you make any financial decisions about your retirement savings, we recommend that you seek free impartial guidance or financial advice.**

## Transfers - helpful questions and answers

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| <b>What are Protected Rights?</b>              | If you contracted out of the State Second Pension through your personal pension, Government paid some of your National Insurance contributions and income tax relief into your personal pension plan. The investment built up from these payments is known as a protected rights fund.  |
| <b>What are Pension Scams?</b>                 | Normally a policyholder can only take money from their pension once they are aged 55 or over. Some companies claim to let policyholders gain early access to their retirement savings by borrowing from their fund before they retire. These are commonly known as 'pension scams' and can result in tax charges of up to 70% of your fund. More information is found in the 'Pension scams' leaflet. |
| <b>What is Income Drawdown?</b>                | It is a way of taking income from your retirement savings while continuing to keep them invested.   |
| <b>What is a Guaranteed Investment Return?</b> | With-profits pension policies taken out before 1 July 1996 provide a guaranteed return of up to 3.5% pa. This increases the guaranteed benefit over time. When you transfer all your savings to another company, the guarantee will no longer exist.  |