Putting the wheels in motion

A guide to transferring retirement savings

Pensions | Workplace pensions

ROYAL LONDON

As part of moving your client's scheme, you'll want to **give members the chance** to transfer any retirement savings they've built up in the previous scheme into their **new plan with us.**

And you can choose how to run the transfers. So whether you want us to **take the reins** and use our direct offer process, or you want to use your **own direct offer service**.

Read on to find out how each option works, and **how we'll support you and your client** whatever route you choose.

Contents

How it works

We know that transferring retirement savings is often time-consuming for you, and at times, can be difficult for employers/trustees and members.

So regardless of whether we run the direct offer or you use your own service, we'll support you along the way.

The 5-step process:

- **Get the details**
- **Engage scheme members**
- **Make the offer**
- **Request the transfers**
- **Complete the transfers**

Choosing which process to use

In this guide we've outlined what's involved at every step of the way, to help you decide which process you want to use.

Royal London direct offer

This is a non-advised transfer process that we'll lead on and you'll provide support. As part of this process, we'll:

- Manage the full transfer process.
- Make sure the transfer is compliant.
- Carry out checks to make sure the scheme is suitable.
- Keep you and your client updated with what's happening throughout.

Your direct offer

And while this is also a non-advised process, this time you'll lead on it and we'll support you.

- You'll make sure the transfer is compliant.
- You'll manage the process and keep your client up to date.
- We'll support you by providing sample transfer packs.
- We'll request the transfers from the previous provider.

What our icons mean

ROYAL LONDON

ADVISER

TRUSTEE

EMPLOYER

USEFUL INFORMATION

Get the details

If you want to use our direct offer process, the first step is to get some details from you and the previous scheme provider.

We'll send you a **Direct offer details document** so you can give us some information about the previous scheme. We'll then review this to make sure we can accept the scheme and that it meets our direct offer requirements.

As part of our review, we'll look at the annual management charges (AMCs) for both schemes, check if there's any guaranteed annuity rates, loyalty bonuses or exit charges, and if the previous scheme's default fund is invested in with profits.

You'll need to gather the information that's detailed within the **Direct offer details document**. And once you have this, send it back to your Royal London contact and we'll take it from there.

When we're reviewing the information you provide, there's a couple of things to note:

- We'll only check the scheme, we won't review any individual member plans.
- We can't accept transfers from any members who've already started taking their retirement savings or have overseas transfers.

If you're using your own direct offer service, you'll take responsibility for deciding if the scheme is suitable to transfer across to us.

You'll need to collect certain information about the previous scheme to make sure the members don't lose any valuable benefits if they decide to transfer. You may want to consider:

- Exit charges
- Guaranteed annuity rates
- Loyalty bonuses
- Differences in the AMC between the two schemes.

We'll provide details of the Royal London scheme's features and charges to help with your scheme comparison or suitability report.

Engage scheme members

Once the Royal London scheme is up and running, it's important members know what's next. We'll help your client engage with members about the transfers to help them make a decision.

We'll supply your client with a toolkit that contains awareness posters, an email template and an animation that they can share with their employees.

You don't need to do anything. We can supply the awareness communications directly to your client.

Your client can distribute the posters in the workplace, and use our template to email employees.

Once you've collected the information you need about the previous scheme, you might want to give members a heads up that their transfer packs are coming.

You'll need to decide how you want to engage with the scheme members. You may want to arrange individual meetings and talk the members through the transfer process, or alternatively provide information to the employer/trustee for them to use with the members.

Make the offer

Once we've received the first contribution, and we're ready to make the offer, we'll send members their clear and engaging packs. We'll outline what's involved, and highlight what they need to think about before making their decision.

Within the packs they'll find a:

- **Covering letter or email** and **transfer summary**
- **Weighing up your options guide, with a checklist to help members keep track of their tasks**
- **Part-filled application form**
- **Pre-paid envelope** (if the packs are sent by post)
- **Details on how to authorise their transfer via our mobile app or Transfer Hub**

Our dedicated transfer team will be on hand to answer any questions members have about their packs. And they'll keep you and your client up to date when the packs are sent out.

We always want to offer the best member experience, we'll send you a **data template** and a **data guide** to help you. If you can't provide the member data we'll produce the packs but won't be able to create an illustration.

You'll need to collect information about the existing members and produce the transfer pack.

You'll decide which members of the scheme are included, and send us some data on each of the members. We'll give you a **Data template** and **Data guide** to make this easier. You'll need to produce a pack for each member, and make sure it meets your compliance requirements. Once you've got everything, you'll add each member's current fund and transfer values to the packs and send them out.

Once we get your data, we'll provide you with a **pre-filled transfer form** for each member to include in the pack.

We can also provide a template of our direct offer pack to help you create your own materials.

Depending on your compliance requirements and if you're charging for the service, we can provide a **pre-paid envelope** which you can include in each pack so the transfer forms can be returned directly to us.

Request the transfers (GPP & Master Trusts)

Once our dedicated transfer team receive the member's transfer form, they'll take it from there.

We'll request the transfers from the previous provider and will proactively chase them until each transfer is completed. To streamline the process, we'll always use Origo Options where possible.

After the initial packs have been issued, we'll send a reminder letter to any members that haven't returned their packs or authorised the transfer via our mobile app.

You don't need to do anything at this stage. Our transfer team will arrange everything and are on hand to answer members' questions about their packs. They'll keep you and your client up to date throughout the whole process, so you know what's happening and when.

Depending on whether the transfer forms are being returned to you or sent directly back to us, there may still be a couple of tasks that you'll need to complete.

If the members return the forms directly to us, our dedicated transfer team will request the transfer payment. And to streamline the process, we'll use Origo Options where possible. Our transfer team will provide you with regular updates so you know what's happening.

If you've agreed that the members will return their completed forms to you, you'll need to forward these onto our dedicated transfer team so we can request the transfer payments. However you may want to be on hand to answer any questions and also send a reminder letter to any members that haven't returned their packs.

Request the transfers (CIMP)

Once our dedicated transfer team receive the member's transfer form, and trustee authorisation to transfer, they'll take it from there.

At the end of the transfer window, we'll need trustee authorisation to proceed. We can do this for you, or if you prefer, we're happy to leave this to you.

Once we have this we'll request the transfers from the previous provider and will proactively chase them until each transfer is completed. To streamline the process, we'll always use Origo Options where possible.

After the initial packs have been issued, we'll send a reminder letter to any members that haven't returned their packs.

If you've chosen to, we'll ask you to get trustee authorisation. Once we have this, our transfer team will arrange everything and are on hand to answer members' questions about their packs. They'll keep you up to date throughout the whole process, so you know what's happening when.

Depending on whether the transfer forms are being returned to you or sent directly back to us, there may still be a couple of tasks that you'll need to complete.

If the members return their forms directly to us, our dedicated transfer team will store them until the end of the transfer window, when we'll request trustee authorisation. Once we have this we'll request the transfer payments. And to streamline the process, we'll use Origo Options where possible. Our transfer team will provide you with regular updates so you know what's happening.

If you've agreed that the members will return their completed forms to you, you'll need to forward these onto our dedicated transfer team. From there we'll request trustee authorisation, unless you have chosen to do this. Once we have this we'll request the transfer payments. You may want to be on hand to answer any questions and also send a reminder letter to any members that haven't returned their packs.

Complete the transfers

Our dedicated transfer team will make sure that each transfer is processed and they'll tie up any loose ends.

We'll request any final transfers from the previous provider and will let the members know we've applied the transfer payment to their plan. Where we haven't heard from members, we'll write to them to confirm the offer is now closed. Our transfer team will also send a final update to you and your client confirming that the direct offer window has now closed, and they'll let you know which members returned their packs and those that didn't.

We'll ensure the transfers are completed. Around this time, you might choose to keep members engaged with their pension plan. To support this, we've got a range of material designed to drive the right behaviours and decisions to help members achieve the best outcome at retirement.

We'll keep you updated about the direct offer transfers.

Our dedicated transfer team will make sure the final transfers are completed and keep you up to date with the progress.

You can keep your client up to date on the progress of the transfers and let them know once the direct offer window has closed. To keep the members engaged about their Royal London pension plan and the importance of saving for their retirement, we've got a range of support material you can use.

Transferring other plans

If any members want to transfer other retirement savings, they can find out more information on our mobile app or by visiting our transfers hub. They'll be able to explore their options and decide if transferring is right for them.

We'll always recommend that any members who want to transfer their retirement savings speak to a financial adviser first.

Next steps

We'll use our expertise to support you and your client through the transfer process.

To find out more about transferring retirement savings, speak to your usual Royal London contact or visit our website at: **adviser.royallondon.com**

Royal London
royallondon.com

We're happy to provide your documents in a different format, such as Braille, large print or audio, just ask us when you get in touch.

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