

Dear [enter member name]

You recently provided us with your completed forms electing to transfer your Local Government Pension Scheme (L G P S) [delete as appropriate ‘pension credit benefits’ / ‘additional voluntary contribution fund’].

Before we can pay the transfer, we need to check whether you have fully completed the forms and given us all the information we need. If you have, and we decide you are eligible for the transfer, we will arrange to pay the transfer and let you know when we have.

Meanwhile, we must tell you about what we will do to protect you from pension scams.

Unfortunately, pension scams are on the rise in the UK. In some cases, the scammer will try to persuade you to transfer your pension to a different scheme, often a scheme the scammer has set up themselves. Falling victim to a pension scam could mean that you lose some or all of your pension savings.

The Government has identified common pension scam risks which, if present, may suggest you are in danger of being scammed. The Government calls these red and amber flags.

To help protect your pension from scammers, the Government requires us to decide whether any red or amber flags are present. We will not need to do this if you transfer to a different public service pension scheme, an authorised master trust scheme or an authorised collective defined contribution scheme.

**Red flags**

Examples of when a red flag is present are:

* you request a transfer to an occupational pension scheme and we do not have enough information to link you with an employer that participates in that scheme
* you request a transfer to an overseas scheme and, we either do not have enough information to link you with an employer that participates in that scheme, or prove that you are resident in the country the scheme is based in
* someone has provided, or agreed to provide, you with advice about your transfer and they do not have the necessary permissions from the Financial Conduct Authority to do this
* you request a transfer following direct marketing, such as cold calling, texts and emails about your pension, by a person or firm that you have previously had no contact with
* you have been offered an incentive to transfer such as, but not limited to, a bonus, a loan from your pension savings, access to your pension savings before age 55 or limited time investment offers
* you feel you have been pressured to transfer.

If we decide there are any red flags present, we must stop the transfer. If this happens, we will let you know in writing within seven working days of our decision.

**Amber flags**

Examples of when an amber flag is present are:

* information about the receiving scheme indicates:
* the scheme invests in high-risk or unregulated investments
* the investment structure is unclear, complex or unorthodox
* overseas investments are included
* there are unclear or high scheme charges.
* our records show that there is a sharp or unusual rise in transfers to the receiving scheme or involving the same adviser.

If we decide there are any amber flags present, we must pause the transfer until you provide us with evidence that you have attended an appointment about pension scams with MoneyHelper. MoneyHelper offers free, impartial guidance backed by Government on money and pension choices. The appointment will help you identify the common risks involved in transfers, highlight the dangers of pension scams and help you consider whether you still wish to transfer.

We will let you know in writing if you need to attend an appointment with MoneyHelper and provide us with evidence that you have done so. If you don’t provide us with the required evidence, we must stop the transfer.

**Information**

To inform our assessment, we may need to ask you to give us more information. We will only ask for information that we reasonably need and will only use it for this purpose. If you wish to transfer to an occupational pension scheme, we must ask you to give us information about your employment status. If you wish to transfer to an overseas scheme, we must ask you to give us information about your employment or residency status.

If we ask for more information, it is important you give us all the information we ask for in a timely manner. You must give us the information yourself. Other than in limited situations, such as power of attorney, no one else can give us the information on your behalf. Failing to do so will result in your transfer been paused or ultimately stopped.

You can find more information about pension scams, such as how they work, how to avoid them and what to do if you suspect a scam [delete as appropriate - at [https://www.thepensionsregulator.gov.uk/-/media/thepensionsregulator/files/import/pdf/16423\_pensions\_consumer\_leaflet\_screen.ashx /](https://www.thepensionsregulator.gov.uk/-/media/thepensionsregulator/files/import/pdf/16423_pensions_consumer_leaflet_screen.ashx%20/) from the leaflet enclosed].

### Next steps

We will check whether you have fully completed the forms and decide if we are able to pay the transfer, or if we need to stop it, without requesting any further information from you.

There may be a slight delay in the process if we need to ask you for more information. Unless we decide to stop the transfer, we will pay the transfer within six months of the [date we calculated the guaranteed transfer value [delete if A V C] ] [the date you elected to go ahead with the transfer [delete if pension credit case]].

Regards