

Combining your pension plans

A step-by-step guide

1. Consider your options

We strongly recommend that if you're considering combining your pension plans by transferring to us you should read the 'Guide to Pension Transfers' at the following link: [Your Guide to Pension Transfers](#)

The guide explains what you should think about when deciding whether to transfer an old pension plan. For example, it includes:

- checking if you have any valuable benefits or guarantees that could be lost by transferring
- checking the costs, as charges in one plan may be lower
- describes the potential risks of transferring
- frequently asked questions on pension transfers.

It's important that you understand the different types of pension schemes that you can combine using this process. If you have a plan that's invested in with profits, or that you have designated for income drawdown, you can't use this process.

If the pension plan you're looking to transfer has safeguarded benefits, it will include some form of guarantee about the rate of secure pension income that you the member, or your beneficiaries, might receive. Examples include:

- final salary or defined benefit schemes
- guaranteed minimum pension benefits
- pensions with a guaranteed annuity rate.

We will usually only accept a transfer payment from a pension scheme that has safeguarded benefits, or is invested in a with profits fund, if you have received financial advice that recommends you make the transfer.

However, you may be able to transfer from a defined benefit pension scheme without financial advice if the value of your transfer is under £30,000. You should be aware of the risks of transferring from a defined benefit pension scheme and understand the consequences of doing so. Please contact us on **0345 070 8686** for further information. Call charges will vary. We may monitor and record calls. Our helpline is open between the hours of 8.30am and 7pm Monday to Friday and 9am to 12 noon Saturday.

You should check that your current plan with us is right for your transfer. You should read your scheme documentation (for example, your Key Features document or Member's booklet). You can find both on your employer microsite.

Taking advice

If you want to consider other options, or you're unsure whether you should transfer, we recommend that you speak to a financial adviser. If you don't have a financial adviser you can find one in your local area by visiting unbiased.co.uk. You should be aware that if you seek advice, your financial adviser may charge for their services.

2. Receiving the transfer pack

You can contact our employee helpline on **0345 070 8686** (where call charges may vary and we may record and monitor calls). Or you can email us at transferinpack@landg.com and we will send you the transfer paperwork to help you decide whether transferring is right for you. We can help answer any questions you might have but we can't give you financial advice.

You can also view the transfer documents on your employer microsite.

3. Proceeding with the transfer

You should refer to your most recent pension statement from your previous provider(s) to check that the scheme:

- is not a final salary or defined benefit scheme, unless you have received financial advice or the value of your transfer is under £30,000
- is not invested in with profits
- has no guaranteed annuity rate, unless you have received financial advice
- has no guaranteed minimum pension, unless you have received financial advice
- is not in income drawdown or flexi-access drawdown, or
- if anything in the 'Guide to Pension Transfers' applies.

If you decide to proceed with the transfer, please complete and return the Transfer Request form to us.

You will need to include the transferring plan number, the approximate value and your old plan provider's address.

4. Moving your pension plan

Once we've checked your Transfer Request form, we will contact your previous provider and ask them to transfer your pension plan to us.

The timescales to complete your transfer can vary. If your previous provider uses the paperless transfer service, your pension transfer could be completed within 10 working days.

If we complete your transfer request through the post, it will take longer, sometimes up to eight weeks. This depends on your previous provider's requirements. They may ask you to complete further forms to transfer your pension plan.

If you supply your mobile phone number on the Transfer Request form, we'll send you updates by text message.

5. Confirmation

We'll write to you once the transfer is complete. We'll also confirm the total transferred amount.

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