

Benefits Guide

Bank of Scotland Share Dealing Self Invested Personal Pension

keyfacts

® The Financial Conduct Authority is the independent financial services regulator. It requires us, AJ Bell Management Limited, to give you this important information to help you to decide whether the Bank of Scotland Sharedealing SIPP is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.



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1. Introduction

This guide has been designed to help you make the right choices when deciding what benefits to take from your SIPP.

It explains:

- The options available to you
- The benefits and risks associated with those options
- How you can let us know which option you have chosen
- What happens next
- What happens to your benefits when you die and
- Answers some additional questions you may have.



Pension Wise is the Government's free and impartial guidance service available to help you understand your options. The guidance is available online at www.pensionwise.gov.uk, over the phone on 0800 280 8880 from The Pensions Advisory Service and face-to-face from Citizens Advice. This guidance is not a substitute for full financial advice.

2. SIPP benefits - the basics

Your SIPP provides you with the flexibility to choose the age, from 55, at which you want to start receiving your benefits.

Once you have made this choice you can choose to draw a pension from your SIPP through:

- income drawdown also known as flexi-access drawdown and /or
- a taxable lump sum, also known as uncrystallised pension lump sums and /or
- purchase an annuity from an insurance company.

If you choose drawdown or an annuity you can usually also receive a tax free lump sum – also known as a pension commencement lump sum from your SIPP. The lump sum will normally be 25% of the value of the fund being used to provide your benefits although this may vary if you have registered with HM Revenue & Customs (HMRC) for protection of your benefits, or have used up all or most of your lifetime allowance.

If you choose a taxable lump sum, 25% will be tax-free with the remaining 75% subject to income tax.

When considering your options you should be aware that this may have an effect on the amount you can contribute to your SIPP. Before you take benefits the annual limit on contributions is usually £40,000. Once you have flexibly accessed your benefits the amount you can pay to money purchase pensions, including your SIPP, drops to £4,000. You flexibly access your pension by taking a taxable lump sum, an income under flexi-access drawdown or a flexible annuity. If you only take a pension commencement lump sum and no income from drawdown the limit on contributions is not affected.

If you choose to take income drawdown from your SIPP, your pension fund can continue to remain invested in a tax efficient manner beyond your retirement.

Both flexi-access drawdown and the taxable lump sums allow you to take as much or as little income from your SIPP as you wish.

When considering the level of income to take you should consider whether it will be sustainable for the rest of your life and how much tax you will have to pay on the income.

If you started drawdown before 6 April 2015 you may be in 'capped drawdown'. Under capped drawdown the amount of income you can receive each year is subject to limits set by the Government. You can switch from capped to flexi-access drawdown at any point but should remember that this will mean the amount you can pay into your SIPP will drop from £40,000 to £4,000 a year.

If you choose to purchase an annuity, your pension fund is passed to an insurance company which converts it into a pension income payable to you for the rest of your life.

You can choose an annuity that only provides a pension for you, or you can choose one that also provides a pension for your spouse or partner after you die. You also have the choice of whether you want your pension to remain level throughout your retirement, whether you want it to increase as you get older or whether you want to allow for payments that can decrease over time. This may be useful if you have other sources of income that will only become payable at a later date.

These choices will affect the level of your initial and ongoing pension. Further information will be available from the insurance company and may also be obtained from a suitably qualified financial adviser. If you need further information about finding a suitably qualified financial adviser in your area you can find it at www.unbiased.co.uk.

2.1 Income drawdown and taxable lump sums – the commitments and risks

If you choose to take benefits from your SIPP using either drawdown or taxable lump sum:

your commitments will be:

- To choose an initial income level suitable for you.
- To determine the most appropriate investment strategy for you.
- To review your investment strategy regularly.
- To regularly review your income level and whether to continue taking those benefits (or purchase an annuity).
- To comply with our terms and conditions and pay the SIPP charges set out on our website.
- To notify us of any changes to your personal circumstances that might affect your SIPP, particularly those affecting your eligibility to receive benefits.

the risks are:

- Your pension fund will remain invested and the value of the underlying investments can fall as well as rise and is not guaranteed. This may reduce or increase the level of pension you can take.
- The income you take from your SIPP may not be sustainable particularly if investment returns are low. The higher the income you take, the greater the chance that it will reduce in the future. If your SIPP runs out of funds it could leave you relying on other sources of income for the rest of your retirement.
- Payments you take from your SIPP are subject to income tax. You may have to pay a significant amount of tax if you make large withdrawals in a short period of time.
- Cash and investments held within your SIPP benefit from significant tax advantages when compared with cash and investments you hold outside pensions.
- Lump sum death benefits available from your pension after you have reached age 75 are subject to tax charges.
- The pension you receive from your SIPP is not fixed or guaranteed for life. If security of income is important to you then you should consider taking an annuity.
- Not buying an annuity, may result in the annuity available to you at a later date being lower.
- Purchasing an annuity may mean you receive the benefit of a cross-subsidy from the funds of annuitants who have died. Income drawdown does not offer this cross subsidy.
- If you have a small SIPP and no other assets or income to fall back on the financial impact of these risks may be greater.
- If you are in ill health, annuities may offer you an enhanced income. Income drawdown does not offer this.
- If you place any part of your SIPP in drawdown you will not be eligible to receive a serious ill-health lump sum from the drawdown fund, and may not be able to receive one from your non-drawdown funds.

2.2 Annuity purchase - the commitments and risks

If you choose to purchase an annuity from your SIPP:

your commitments will be:

- To decide whether it is the right time to purchase an annuity or whether delaying the purchase might result in a higher annuity.
- To shop around to make sure that the type of annuity and options you choose are right for you.
- To consider whether you wish to provide a pension for your spouse or partner after your death.
- To check whether any of your circumstances mean you qualify for an enhanced annuity.
- To consider whether you wish to purchase an annuity that will increase over time, one which stays level, or one which allows for payments to decrease over time. Your choice will have an impact on the level of payments you receive at the start of your annuity and how the value of these is affected over time by inflation.
- To bear the underlying expenses of the insurance company as implicitly contained in the annuity rate.

the risks are:

- Your choice to purchase an annuity, and the type of annuity you choose, is a one-off decision that cannot be reversed. Your circumstances may change in the future meaning your choice of annuity is no longer right for you.
- The pension available to you from the annuity market may be low when you choose to purchase the annuity.
- You are not able to transfer your benefits from one insurance company to another once an annuity has been purchased.
- You may not benefit from future growth in your fund after you have purchased an annuity.
- Your date of death may mean you are cross-subsidising the pension being paid to annuitants who live longer than you.
- Annuity rates vary continuously as a result of a complex set of factors. This makes the timing of your annuity purchase important.

3. Your benefits options

3.1 Lump sums

Pension commencement lump sum (tax-free cash)

One of the retirement benefits available from your SIPP is a lump sum (currently tax-free). This is known as a pension commencement lump sum.

You can have a pension commencement lump sum up to the lower of:

- 25% of the value of the fund you use to provide your benefits and
- 25% of your unused lifetime allowance.

You may be able to receive a lump sum greater than this if you have registered with HMRC for protection of your fund or lump sum rights. If you hold lump sum protection, when you decide to take benefits you will be asked to provide details when you take benefits together with a copy of your protection certificate.

Taking a pension commencement lump sum and no income does not restrict the amount you can contribute to your SIPP, however you cannot take a pension commencement lump sum with the intention of using some or all of it, to fund a large increase in pension contributions. This is known as "recycling" your lump sum and will result in significant tax charges being imposed on the value of the lump sum.

Uncrystallised funds pension lump sum (also referred to as taxable lump sum)

You also have the option of taking unrestricted lump sums from any part of your SIPP that you have not previously accessed, subject to the lifetime allowance.

This means you can take up to 100% of your pension as a lump sum, with 25% tax-free and the balance taxed at your marginal rate of income tax. You can take one-off payments whenever you like.

Any funds left in your pension after the lump sum has been paid out will remain invested for you to take further lump sums or income in the future.

Once you have accessed your pension in this way the amount you can contribute to money purchase pensions, including your SIPP, will be reduced to £4,000 each tax year.

3.2 Income drawdown

If you choose to take a pension commencement lump sum from your SIPP the remaining fund will be used to provide you with a pension. If you do not choose to purchase an annuity, the funds remaining in your SIPP will be used to provide you with income drawdown benefits. These benefits will be provided either as flexi-access drawdown or, if you hold drawdown benefits that started before 6 April 2015, capped drawdown.

Drawdown pension (flexi-access drawdown)

With flexi-access drawdown your fund remains invested and you draw a pension from your fund. There is no minimum or maximum pension, so you can elect not to take any, or as much of your fund, as you wish.

Payments you receive from a drawdown pension are subject to income tax. You should make sure that you understand how much tax you may have to pay when deciding how much pension to take. Taking a high level of pension in a short period of time may mean you have to pay more tax than you were expecting.

If you decide to take a pension you can choose to take this regularly, or you can choose to take one-off payments to suit your own circumstances. This gives you the flexibility to vary, or stop, the pension you take from your fund to suit your immediate requirements.

Taking any pension under flexi-access drawdown will reduce the amount you can contribute to your SIPP and any other money purchase pensions to £4,000 each tax year.

If you purchase an annuity from your drawdown fund a further test against the lifetime allowance will be carried out, except where the drawdown commenced before 6th April 2006 and further drawdown funds have not been added to it since.

Drawdown pension (capped drawdown)

If you started your drawdown pension before 6 April 2015 you may be in a different form of drawdown pension called capped drawdown. This works in a similar way to flexi-access drawdown but the amount of pension you can take is subject to a maximum limit set by HMRC.

The maximum level of annual income is currently set at 150% of the Government Actuary's Department relevant annuity rate. This varies depending on your age and returns from Government securities. It is applied to the value of your pension fund at the date the fund is first used to provide drawdown pension and at each subsequent review.

The maximum pension available from your drawdown fund will be reviewed every three years until you reach age 75, and annually from then on. Until you are 75 you can elect to have the maximum pension reviewed at any anniversary of the date your fund was put into income drawdown. You must tell us that you wish to do this before the relevant anniversary.

You can move further funds into your capped drawdown fund. Whilst you remain in capped drawdown you retain the option of contributing up to £40,000 to your SIPP each tax year. You can move from capped drawdown to flexi-access drawdown at any time simply by completing our 'capped to flexi-access drawdown conversion form'.

3.3 Lifetime annuity

Purchasing a lifetime annuity involves passing your pension fund to an insurance company who, in return, agree to provide a pension income to you for the rest of your life and, if you choose, a pension income for your spouse or partner when you die.

In general with annuities there are no HMRC set limits within which you must choose the level of pension to take each year. Instead each insurance company decides what level of pension they are willing to provide to you depending on your own circumstances, the amount to be used to purchase the annuity and the type of annuity you select. The annuity offered by insurance companies can vary considerably and so it is important that you shop around to obtain the best deal. You will need to make a number of choices regarding the type of annuity you wish to purchase. These will include:

- **Level, escalating or decreasing pension income** – choosing an escalating annuity will help to protect your income against inflation, but because your income will increase in the future, the starting level of the annuity will be lower. There can be substantial differences between escalating and level annuities. When considering this you must balance the option of rising future long term income levels against lower initial income levels. You should consider factors such as your health, how long you might be receiving a pension and the long term effect of inflation. You might want to choose an annuity that allows the income to decrease if you have other income sources payable at a later time.
- **Maximum allowable contributions** - if you do choose an annuity that can decrease in value the amount you can contribute to your SIPP and other money purchase pensions will be reduced to £4,000 a year. Purchasing a traditional annuity that cannot decrease will not reduce your permitted contributions.
- **Type of escalating annuity** – if you choose to purchase an escalating annuity you will have flexibility over the level of escalation. You can usually choose for income to increase by a fixed percentage, such as 3% per annum, or by the rate of inflation (RPI). Some insurance companies may restrict the RPI increase to an upper limit. This is called limited price indexation (LPI) and provides protection as long as the long term rate of inflation is not more than the upper limit.
- **Investment-linked income** – these annuities offer the potential for income to increase if investments go up. This is balanced against the risk that, if investments fall, the annuity income may fall.
- **Single life or joint life** – A proportion of your annuity can be paid on your death to your surviving spouse. This is called a joint life annuity. The level of spouse's pension is usually expressed as a percentage of your annuity income. The benefits under a single life annuity will end on your death. As the benefits under a joint life annuity could continue for longer than under an annuity on your life alone the level of income will be lower.
- **Guarantee periods** – provision of a guarantee period means that, if you die during the period of the guarantee, the income due for the remainder of the guarantee will be paid. In some circumstances this may be paid as a lump sum. If not, the income will be paid as a continuing pension.
- **Enhanced annuity** – depending on your personal circumstances you may be eligible to receive an increased annuity. A number of factors will affect whether this is available to you. Two of the most common are your/your family's health history and where you live.
- **Payment frequency and timing** – if you choose to take your annuity annually in advance the pension will be lower than if you choose to take your annuity in arrears, or monthly.

The FCA's website www.moneyadviceservice.org.uk/tools/ allows you to compare the annuities available to you taking into account the choices mentioned above.

4. Making your choice

Before making your choice, you should consult a financial adviser. If you need help in finding an independent financial adviser in your area you can find it at unbiased.co.uk, vouchedfor.co.uk or moneyadvice.service.org.uk/en/articles/choosing-a-financial-adviser.

A free and impartial guidance service is also available from the Government-backed Pension Wise. The guidance is available online at www.pensionwise.gov.uk, over the phone on 0800 280 880 from The Pensions Advisory Service and face-to-face from Citizens Advice. This guidance is not a substitute for full financial advice.

As we can't give you advice, we would recommend that you contact a financial adviser, or the guidance service providers, to discuss matters further.

If you decide that the time is right to take benefits from your pension fund you must complete the relevant Benefit Form.

This tells us how much of your pension fund you wish to use to provide benefits ("crystallise") and how you want those benefits to be paid.

If relevant you will also be asked to provide us with details of your available lifetime allowance and any protection you may have for those benefits.

Before we can pay any benefits to you, you may need to provide us with evidence of your age. We will advise you if this is the case.

Once the relevant Benefit Form has been submitted the next steps will depend on how you have chosen to take benefits.

A free and impartial guidance service is available to help you understand the options. The guidance is available online at www.pensionwise.gov.uk, over the phone from The Pensions Advisory Service, and face-to-face from Citizens Advice. This guidance is not a substitute for full financial advice.

If you choose to take flexi-access drawdown we will work out the level of your lump sum and the value of your remaining drawdown fund and confirm these to you. The lump sum will be paid directly into your nominated bank account and, if you have chosen to take a pension, the payments will be set up in accordance with your instructions.

We will contact HMRC to get your current tax code. In the interim, it is possible that your pension will initially be taxed using the emergency tax code on a month 1 basis.

Once your pension payments have been set up, it is your responsibility to ensure that sufficient cash is held in your SIPP to fund the payments.

It is only available if you started in drawdown before 6 April 2015 and have not flexibly accessed your benefits since then you may be in capped drawdown. Capped drawdown works and is taxed in a very similar way to flexi-access drawdown but the amount of pension you can take is subject to a maximum limit set by HMRC.

Uncrystallised funds pension lump sums are lump sums that include a tax-free and a taxable element. A quarter of each lump sum is tax-free with the remainder of the payment subject to income tax.

Both the tax-free and taxable elements will be paid to you as a single lump sum. As with drawdown we may need to tax these payments using the Emergency Code until we receive details of your tax code from your tax office.

If you choose to purchase an annuity we will liaise with you, and the insurance company, so that the annuity can be purchased as quickly as possible.

You must provide us with a copy of your annuity quotation so that we can satisfy ourselves that an annuity is being purchased.

Funds must be sent to the insurance company as cash making it important that you arrange the sale of sufficient investments held in your SIPP. Annuity rates change daily and your individual quote will only be guaranteed for a limited period. It can take some time for the proceeds from the sale of investments to reach us. You must consider the time it will take for cash to be available when arranging your annuity.

Where your SIPP holds income producing investments, such as dividend paying equities, you must also consider the time it will take for this income to be paid to your SIPP. If you use all of the funds in your SIPP to purchase an annuity and we subsequently receive investment income it is unlikely that we will be able to pay this across to the insurance company. It is equally important to ensure that all tax relief in respect of contributions and investment income has been paid into the SIPP.

If you are not sure whether the time is right to take benefits, or which option is right for you, you should speak to the Government's free guidance service, Pension Wise, or a financial adviser. If you need further information about Pension Wise it can be found at www.pensionwise.gov.uk.

5. Receiving your pension

5.1 How do you make payments?

We can only make payments to a UK bank or building society account held in your name (or in joint names with someone else). We cannot make payments to an account in someone else's name, to a non-UK bank account or by cheque. All payments are made in sterling.

5.2 How often can I take my pension?

Income drawdown

If you wish to receive a regular pension from your SIPP, you can do so monthly, quarterly, half yearly or annually. All regular pension payments are paid on the 3rd Monday of the month.

You can also take one-off pension payments to suit your circumstances.

Uncrystallised funds pension lump sums

Taxable lump sums can be paid as a one-off or on an ad-hoc basis.

Annuity

If you purchase an annuity the pension frequency will be agreed with the insurance company at the point of purchase.

5.3 Will the payments I receive be taxed?

Income drawdown

Yes. The payments are taxed as pension income under the PAYE system. We will contact HMRC to get your current tax code. In the interim, it is possible that your pension will initially be taxed using the emergency tax code on a month 1 basis..

You will receive an advice slip confirming your gross pension, tax and net pension shortly after each pension payment. We will also send a P60 to you annually confirming the pension and tax that have been paid in each tax year.

Uncrystallised funds pension lump sums

Three quarters of each lump sum payment is subject to income tax. Payments may be subject to emergency rate tax on a Month 1 basis.

Annuity

If you purchase an annuity with all or part of your SIPP the annuity will also be taxed under the PAYE system. The insurance company should give you further information on this.

5.4 How do I reclaim tax that is overpaid?

If you take a one-off payment, it is likely that tax will be overpaid as the tax system treats this as the first in a series of regular monthly payments. When this is the case HMRC will usually automatically correct the tax position at the end of the year as part of the normal PAYE process.

Alternatively you can make an in-year claim by completing the relevant HMRC form.

If you have emptied your pension fund you should use:

- P50Z if you have no other PAYE or pension income (other than state pension)
- P53Z if you have other PAYE or pension income

If you have not emptied your pension fund, and no other withdrawals are to be made within the tax year, you should use P55.

5.5 Can I change the level of income I am receiving?

Income drawdown

Yes. You are free to vary the level of payments, or stop taking an income at any time.

Annuity

If you purchase an annuity you will establish the level of pension with the insurance company at the point of purchase. The level of pension can be set up to remain level or to vary over time.

6. Death benefits

When you die your benefits will be paid out to your beneficiaries. The benefits will be paid either as a lump sum or as an ongoing pension.

The options, and tax treatment of those options, are as follows:

6.1 Death benefits payable from your SIPP

Death benefits may be paid as a lump sum or applied to provide pension benefits for a beneficiary, either under income withdrawal or by annuity purchase.

Death benefits are payable at the discretion of AJ Bell Management Limited, as the Scheme Administrator, of your SIPP. You may nominate the individuals you wish to receive benefits and your wishes will be taken into account. You may complete a new nomination at any time.

Lump sums paid on death are normally free of any Inheritance Tax but we cannot guarantee that this will be the case.

Death benefits are normally paid tax-free from the funds of individuals who died before age 75, regardless of whether that individual was taking benefits or not, and can be paid as a lump sum or pension. Where the deceased was over 75 death benefits are usually taxed at the marginal rate of income tax of the recipient. If a lump sum is paid to a trust when death occurs over 75 it will be taxed at 45%.

6.2 Lifetime annuity

The death benefits payable, if any, will be determined by the terms of the annuity contract.

These might include the continued payment of a pension to your spouse/dependant through a joint life annuity, or the payment of a lump sum if your annuity payments are guaranteed.

7. Charges

There are a number of additional SIPP charges that may apply when you decide to take benefits. These are:

Flexi-access drawdown (See Note 2)	£180 per annum
Capped drawdown before age 75 (See Note 2)	£180 per annum
Capped drawdown from age 75 onwards (See Note 2)	£300 per annum
Designate additional funds to drawdown, or request a review of income levels (See Note 3)	£90
Transfer out to another registered pension scheme / annuity purchase	£90 + £25 per investment (max £215)
Convert from capped drawdown to flexi-access drawdown	£90
A one off payment - Uncrystallised Funds Pension Lump Sum (UFPLS)	£90
SIPP closure charge through drawdown or lump sums (e.g. UFPLS) where the balance is reduced below £1,000 (See Note 4)	
- Within the first 12 months of opening	£300
- Where the account has been opened for 12 months or more	£90
Payment of death benefits	Payment of death benefits is on a time/cost basis. Although the charge can vary, the typical amount is between £250 and £500

Notes:

1. All charges include VAT where applicable.
2. The annual income drawdown charge will become payable immediately where funds are designated to provide drawdown income, even if you select 'nil' income. Payable annually in advance.
3. Payable each time you designate additional funds to drawdown, once your SIPP is in drawdown stage.
4. We will be entitled to close your SIPP and return the remaining funds to you, after deducting our charges.
5. All charges will be deducted from your SIPP.
6. Your insurance company will confirm details of any charges explicitly involved in the provision of your annuity. Typically, the charges for annuities are made implicitly through a reduction in the annuity rates available to their customers.

8. Miscellaneous SIPP questions

8.1 Is there a limit on the amount of my benefits?

There is no limit on the benefits that may be provided from your SIPP.

However, if the value of your pension savings, under all registered pension schemes, is more than the lifetime allowance (currently £1.055 million 2019/2020) there will be an additional tax charge called the lifetime allowance charge.

If the excess funds are paid as a taxable pension the lifetime allowance charge is 25% of the excess fund used to provide the pension. If the excess funds are paid as a lump sum the lifetime allowance charge is 55% of the excess. We will deduct the tax from your SIPP before benefits are paid to you, or you purchase an annuity, and pay the tax to HMRC.

If you have registered with HMRC for protection of your pension savings, this may reduce or eliminate any lifetime allowance charges.

8.2 Will taking money from my SIPP impact my state benefits?

Once you (or your partner) are over the qualifying age for Pension Credit, the higher of the actual income you take or your “notional” income will be taken into account when your state benefits are worked out. Your notional income is an amount equivalent to the income you would have received if you had bought an annuity. This means that taking an income above the level you would have received if you had bought an annuity could reduce the state benefits you receive.

If you take a lump sum from your pension this is taken into account as capital when state benefits are calculated. If you are under the qualifying age for Pension Credit the actual money you take from your pension will be taken into account when state benefits are calculated. If you are under the qualifying age and do not take any money out of your pension, your pension pot will not be taken into account.

8.3 Can I cancel my decision to take benefits?

On the first occasion you choose to take benefits from your SIPP, you will have the right to cancel this option within 30 days of the date you take benefits. You will have to return any lump sum or income that has been paid to you.

You can exercise your right to cancel by writing to us at:

Bank of Scotland Share Dealing SIPP Administration Team
AJ Bell Management Limited
4 Exchange Quay
Salford Quays
Manchester
M5 3EE

Fax: 0345 54 32 601
E-mail: bossipp@sippdeal.co.uk

quoting your name and SIPP reference number.

If you do not exercise your cancellation rights, you will not be able to cancel your choice to take benefits at a later date. You will be able to transfer your benefits to another registered pension scheme or purchase an annuity.

Cancellation rights are also available if you purchase an annuity. The insurance company will provide more details.

8.4 Will you pay any benefits not described above?

Most forms of authorised benefit payment are covered in this benefits guide. We cannot be compelled to make a payment that is not authorised by Finance Act 2004.

Both the recipient of any unauthorised payment, and the scheme, would be subject to very significant tax charges.

8.5 Can you provide advice regarding my benefit options?

Neither Bank of Scotland Share Dealing, AJ Bell Management Limited nor Sippdeal Trustees Limited can provide any advice in relation to:

- Whether you should buy an annuity, enter drawdown pension or choose taxable lump sums, or defer your benefit decision;
- The level of pension benefits you should take from your SIPP
- Whether you should transfer pension benefits into, or out of, your SIPP
- Any investment, tax or financial services related matters.

If you need advice you must contact a suitably qualified financial adviser. Your adviser will provide you with details of the cost of the advice.

If you need further information about finding an independent financial adviser in your area you can find it at www.unbiased.co.uk.

A free and impartial guidance service called Pension Wise is available to help you understand your options. The guidance is available online at www.pensionwise.gov.uk, over the phone on 0800 280 880 - from The Pensions Advisory Service, and face-to-face from Citizens Advice. The guidance is not a substitute for full financial advice.

As we cannot give you advice we would recommend that you contact a financial adviser, or the guidance service providers, to discuss matters further.

8.6 Will taking benefits affect my creditors?

Funds held in a pension are protected from creditors by law. Any monies you withdraw from your pension and hold in a personal bank account or other personal investment will not be protected in the same way. This means that, in the event of you going bankrupt, creditors may be entitled to money you have withdrawn from your pension.

8.7 Can I withdraw benefits to invest elsewhere?

Once you reach the age of 55 you can withdraw funds to invest as you wish. However, you should be aware that scams exist. Look out for warning signs such as cold calls, unrealistic returns, being rushed into signing documents, and advisers who are not registered with the FCA recommending investments to you.

It is not possible to withdraw funds from your pension before age 55 unless you are in ill health or have a protected pension age. If you are approached by someone claiming a loophole to allow you early access, it is likely to be a scam.

You should also consider the charge that will apply to any alternative investment, and that Income and Capital Gains Tax may be payable, which do not apply to investments held within your pension.

8.8 What if I have a complaint?

Customer satisfaction is very important to us and if you do have any cause to complain about the services provided there are clear procedures laid down by the Financial Conduct Authority to ensure that your complaint is dealt with fairly.

If you have a complaint about the dealing and stockbroking administration services provided by Bank of Scotland Share Dealing please write to:

Customer Service Manager
Bank of Scotland Share Dealing
Lovell Park Road
Leeds
LS1 1NS

If you have a complaint about the administration of your SIPP, please contact:

Bank of Scotland Share Dealing SIPP Administration Team
AJ Bell Management Limited
4 Exchange Quay
Salford Quays
Manchester
M5 3EE

Tel: 0345 606 1188
Fax: 0345 54 32 601

E-mail: bossipp@sippdeal.co.uk

If you are not satisfied with our response you may refer your complaint to the Pensions Ombudsman, if your complaint concerns the administration of your SIPP.

The Pensions Ombudsman can be contacted as follows:

10 South Colonnade
Canary Wharf
E14 4PU

Tel: 020 7630 2200

Help is also available from The Pensions Advisory Service (TPAS) who can advise you on how to complain and may be able to sort the matter out, without the need for the Ombudsman to get involved.

The contact details for TPAS are as follows:

11 Belgrave Road
London
SW1V 1RB

Tel: 0300 123 1047

All other complaints may be referred free of charge to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0300 123 9 123

Website: www.financial-ombudsman.org.uk

Making a complaint will not affect your right to take legal proceedings.

8.9 What if I have any further questions?

Visit www.bankofscotland.co.uk/sharedealing or call Bank of Scotland Share Dealing on 0345 606 1188 .

IMPORTANT

Full details of the legally binding contract between you and AJ Bell Management Limited are included in the Terms & Conditions, as amended from time to time. A copy is available from our website.

The law of England and Wales will apply in all legal disputes.

If you would like a copy of this or any other item of our literature in large print, Braille or in audio format, please contact us on 0345 606 1188 or by e-mail: bossipp@sippdeal.co.uk

All our literature and future communication to you will be in English.

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