Defined Contribution (DC) Member Guide

tpt Retirement Solutions

Welcome to your workplace pension

the guinness partnership

tpt
Retirement Solutions

Your employer has chosen TPT to provide your workplace pension scheme.

We're here to lend a helping hand and support you at every stage of your savings journey.

tpt

Retirement Solutions

This guide gives you an overview of your TPT pension and what you can expect from us, along with some tips to help you plan for your future.

Upon joining the scheme you'll receive a series of communications from us to help you get to grips with your new pension along with instructions of how to register and access your secure online account.

At TPT we have a paperless approach to communications where we'll keep in touch with you by email and messages in your online account. This means you can have instant access to important information without waiting for paperwork to arrive in the post, as well as helping the environment.

By registering your online account, you'll be able to easily keep your contact details up-to-date to ensure you don't miss out on any important updates. Or if you prefer to get key updates from us in the post, please get in touch with us to update your communication preferences.

Remember: It is never to early to start saving for the future. The earlier you start to save, the more time your pension pot has to grow.

About TPT

TPT is one of the UK's leading providers of workplace pensions. When it comes to pensions, we're experts - we love pensions - it's all we do, and we've been providing them for over 80 years.

The type of workplace pension scheme we provide is known as a 'master trust'. A master trust is a single scheme used by lots of employers and managed by trustees who are legally responsible for looking after members' money. As a member you have your own pension pot within the scheme.

Our scheme is on the Pensions Regulator's list of authorised master trusts and holds the Pension & Lifetime Savings Association's 'Pension Quality Mark – Ready', meaning it meets a range of quality standards that provide value for members.

2,400*
employers have chosen TPT as their workplace pension provider

490,000*
members across the UK

11.4bn*
assets under management

*as at September 2025

Contents

Why save in a pension?

It's never too early to start saving for your future. It's a common mistake to think the state pension will be enough to support you financially in retirement. However, the full new State Pension will only provide you with a maximum of £230.25 per week† – which, for most people, isn't enough to live the sort of lifestyle they would like. So, it's best for you to take control of your own financial future and think ahead about how you can save. Even small monthly contributions can contribute to a more secure financial future in retirement.

Your workplace pension is a great way to save, for many reasons including:

- your employer will also pay into your pension pot
- you receive tax relief on your contributions – an extra boost from the government*
- any investment growth on your pension pot is tax free
- unless in exceptional circumstances such as a terminal illness, you can't access your money until you are at least 55 (increasing to 57 from 6 April 2028), removing any temptation to spend.**

The combination of employer contributions, tax relief and tax-free growth means the money you save in a workplace pension should build up much faster than it would in a regular savings account. However please be aware that the value of your pension pot can fall as well as rise and is not guranteed. You could get back less than the amount paid in.

† Figures correct as at 6 April 2025.
* If you do not earn enough to pay income tax then you won't benefit from tax relief – see next page for more information.
** Please note that if you also have a defined benefit (DB) pension with TPT this may not apply to you.

In the example shown below, if Sarah had decided to opt out of the pension scheme she would lose the £60 monthly contribution from her employer and the £20 tax relief from the government.

Example: Sarah earns £24,000 a year and is automatically enrolled into her employer's workplace pension scheme. Her employer's pension contribution is equal to 3% of her salary, and Sarah contributes 5% of her gross (before tax) salary each month. As you can see below, for a monthly net cost of just £80, Sarah receives a total contribution of £160 into her pension pot.

Monthly salary:	**£2,000**
5% pension contribution deducted before tax:	**£100** (of which £20 is tax relief)
Net cost to Sarah:	**£80**
Employer contribution (3%):	**£60**
Total paid into Sarah's pension pot each month:	**£160**

These figures are provided as an example only. Your employer will be able to let you know your contribution levels, including how much they will pay on your behalf.

How does my pension pot build up?

You've been enrolled into your employer's workplace pension scheme with us. Your contributions will automatically be taken from your pensionable salary and will go straight into your pension pot – along with any contributions from your employer.

If you're a UK basic rate taxpayer (excluding Scotland and Wales) earning between £12,571 and £50,270 per year*, every £10 you pay into your pension will only cost you £8. If you're a higher rate taxpayer, you may benefit from more tax relief. However, if you don't pay tax because your income is below £12,571 a year, you won't receive tax relief.**

We then invest your money to give it the best chance of growing (see page 9 for more information on how your pension pot is invested).

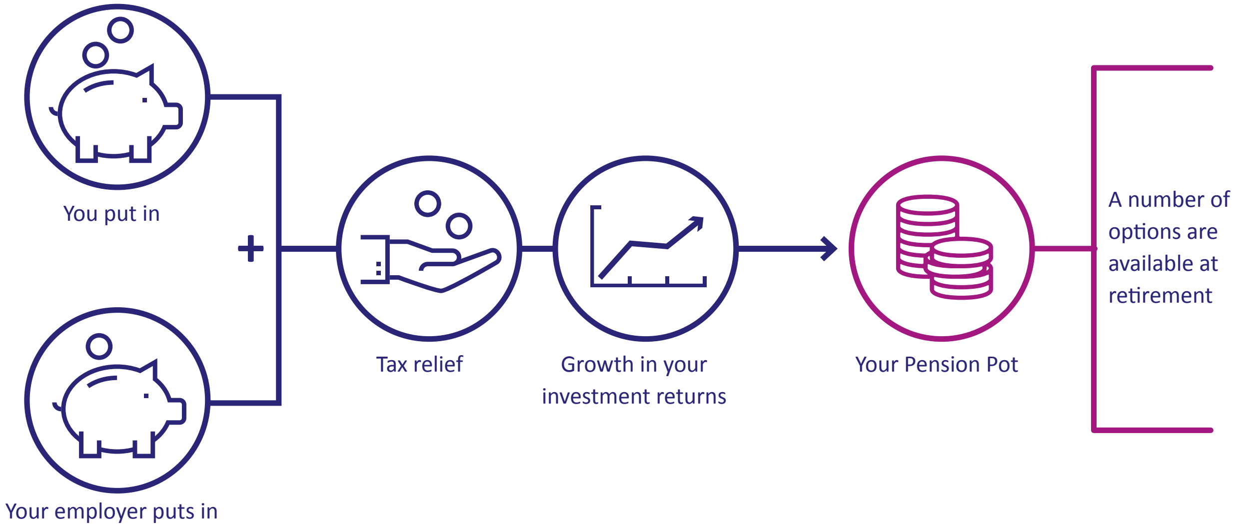
See next page to find out how you can build a bigger pension pot.

How much do I pay?

Unless you've been told otherwise, your employer will have enrolled you on their basic contribution rate. (You should have received correspondence from your employer confirming your contribution levels.) Some employers increase their contributions if you also pay more into your pension pot.

It's worth checking to make sure you're making the most of any valuable employer benefits. You can find details about the contributions in to your pension in your online account. Once you've signed in to your account, just head to the 'Account' area then select 'Pot details'. You can also make changes to your contributions in your online account.

Even if you are already receiving the maximum contribution available from your employer, upping the amount of money you save could make a considerable difference to your standard of living in retirement. You can always reduce your contribution level again in the future if you need to.



*Figures correct as of 6 April 2025. **Please note that tax relief on payments into your pension only applies until you're age 75.

What happens to the money being paid into my pension?

Each month we invest the money paid into your pension pot. This provides your pot with the chance to grow until you decide to take it.

You can pay into your pension until age 75, and you can increase or decrease your contributions at any time (subject to the minimum contributions still being paid).

There are various things that can impact how your pot can grow- and therefore how big your pot is when you come to take it - but the three main factors to be aware of are:

1. How much you pay in

As you might expect, the more money you pay in, the more your savings will be worth when you retire. And paying a bit more in the early years of your membership can be particularly valuable, as your pension pot has more time to benefit from investment growth.

When you're enrolled in your workplace pension, the law sets the minimum amount that you and your employer must pay. You may want to consider whether your current contributions will provide you with enough income in retirement.

Your online account has some useful tools to help you. When you first sign in, on the home page you'll find the 'Time Travel' tool. You can use this tool to get a quick estimate of what your pot may be worth in the future when you retire. If you'd like to work out the impact of making any changes to your contributions, the 'Boost your savings' tool will help you.

2. How long you pay in for

Your pension savings are likely to be an important source of income for you as you wind down from work or you stop all together. The sooner you start saving the more chance you have of building up a sizeable pension pot.

Making even small increases to the amount you save at an earlier age can make a big difference to the value of your pension pot in the future.

3. How well your pension pot grows

Your TPT pension savings are invested to help them grow. When you are enrolled in the scheme, your pot will be invested in one of our default investment options chosen by your employer - either our Target Date Fund or our Ethical Target Date Fund.

Read on for more information on how we invest your money.

tpt Retirement Solutions

How is my money invested?

When you are first enrolled with TPT, your pension pot will be automatically invested in one of our Target Date Funds (or 'TDFs' for short) – this is referred to as our 'default investment option'. Our specialist investment team looks after your money by spreading it out across a number of medium-risk investments, and gradually moves your pension pot into lower-risk investments as you approach your target retirement age. These changes are made in order to protect the value of your pension pot from any sudden falls in the stock market in the run-up to your retirement.

Your retirement age (the age you can access your pension from) is initially set to age 65, but you can change this to any age from 55* to 75.

Because your retirement age affects how your TDF is invested, it's essential to think about when you might want to start taking your pension – and make sure your target retirement age is right for you. You can change your target retirement age at any time through your online account.

As with any investment, your pension pot can increase or decrease in value. It's not guaranteed and you could get back less than the amount paid in, but our goal is to provide you with the best returns possible to help fund your retirement. A pension is a long-term savings product and it's normal for the value to fluctuate over time.

If you're interested in investments and financial markets and would like more control over how your pension pot is invested, you can also choose from our range of 'self-select' funds. You may also want to use our self-select fund range if you have ethical or religious beliefs that need to be considered when choosing investments.

You can find out more about our self-select funds here.

*Please note that the earliest you'll be able to access your pension rises to age 57 from 6 April 2028. If you also have a TPT defined benefit (DB) pension this may not apply to you and you should refer to your DB member guide for further details.

Discover how your pension investments make a difference in the world

At TPT we are proud to be responsible investors, considering various Environmental, Social and Governance (ESG) factors when investing your pension savings. We believe this approach better manages risk and can improve returns.

Why ESG matters to you

Many of us saving for the future with a pension would like to know that our money is doing good while making returns. For most people their pension is the biggest savings pot they have, so where it's invested may be the biggest way to make a difference in the world.

What is ESG?

ESG stands for Environmental, Social and Governance. It's a term often used in the investment industry. It refers to a set of factors used to assess a company's impact on society and the environment, as well as the quality of its governance. These factors help investors evaluate risks, opportunities, and long-term sustainability beyond traditional financial metrics.

Examples of ESG factors include:

Environment: Climate change, pollution, energy consumption, deforestation, environmental standards, sustainable water, sustainable energy, waste, plastic.

Social: Diversity and inclusion, human rights, employment practices, gender pay, child labour, modern slavery, health and safety, supply chain.

Governance: Corporate structures and management, board independence, bribery and corruption, tax practices, executive compensation, political donations and lobbying.

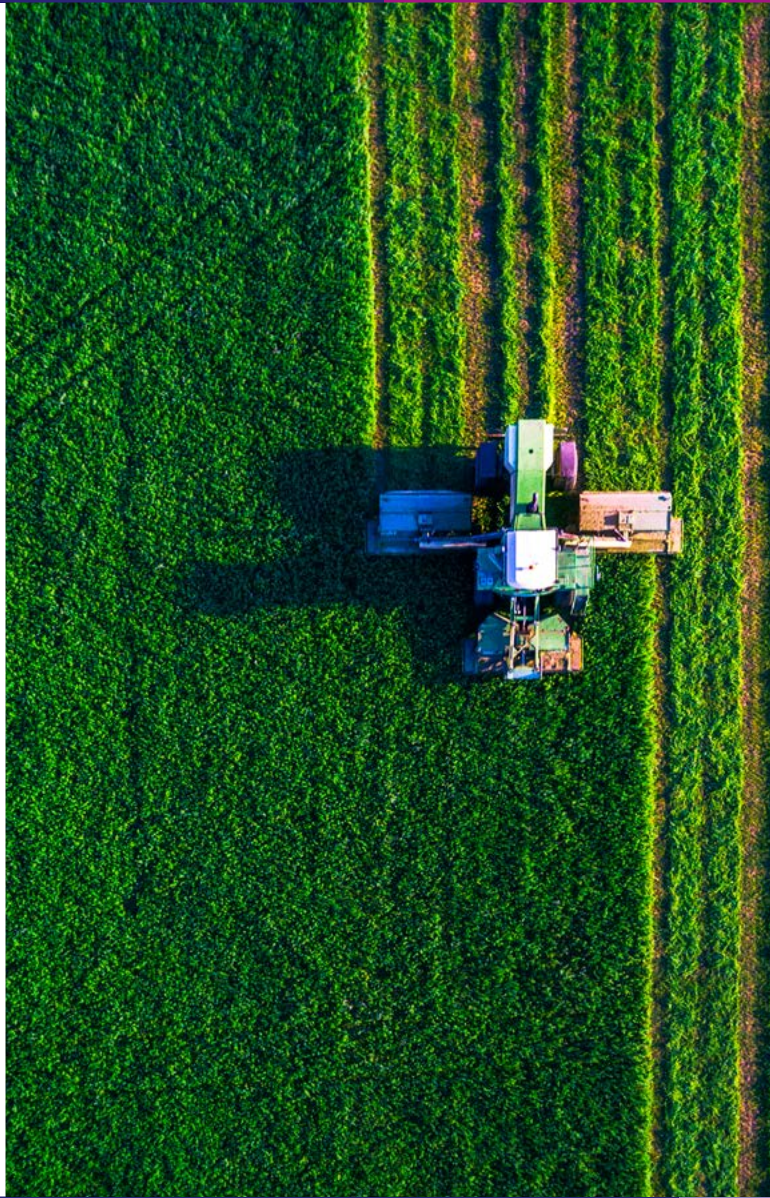
You can find out about the ESG characteristics of the funds we invest in in our ESG reports available on the TPT website.

Some of the metrics covered in the reports are:

- Carbon footprint and carbon reserves intensity of funds
- Assets invested in activities with Science Based Targets
- Board independence and gender board representation
- Assets invested in companies with human rights policies in place

The reports also include a handy jargon buster to explain some of the more technical terms.

Please note that ESG reports are not available for all funds as the production of the reports is dependent on the availability of data.



The charges you pay

TPT makes two charges which cover the cost of keeping your your pension pot running smoothly:

1. **Administration charge** - covers the day-to-day cost of running your pension, including providing access to our telephone support team and maintaining your online account. It is calculated daily and deducted monthly by selling units in your pension savings and/or drawdown account(s).
2. **Fund management charge** - is included in the unit price of the fund or funds you invest in and covers the costs of running these funds. We calculate unit prices daily, so the charge is automatically deducted from the value of your pension savings.

Please note that fund management charges vary by fund.

You can find details of the charges that apply to you in the 'Account' area of your online account in the 'Pot details' section.

How much should I save?

Even if your retirement is a long way off, to give you the best possible chance of achieving your financial goals, it's a good idea to think about your future and the kind of lifestyle you would like. Everyone's idea of retirement looks different, whether it's spending time with loved ones, travelling the world or pursuing new hobbies and interests.

The minimum contribution levels under auto-enrolment may not be enough to achieve a comfortable retirement. To help you understand how much you might need – and therefore how much you need to save – Pensions UK's Retirement Living Standards are a good place to start. The information shown opposite gives you an idea of the headline figures.

To figure out how these figures might apply to you and your life, try using the 'Boost your savings' tool which you'll find in your online account.

A few things to note

The Retirement Living Standards are designed to provide a helpful guide based on research findings. They don't include any housing (rent or mortage) costs or costs of social care, so you'll need to factor these in if they apply to you when you're thinking about how much money you'll need to fund your retirement.

You can learn more about the Retirement Living Standards on Pensions UK's website.

Minimum: One person: £13,400, Two person: £21,600*

A 'minimum' lifestyle covers all of your needs with some left over for fun and social occasions. You could holiday in the UK, eat out once a month and do some affordable leisure activities about twice a week.

Moderate: One person: £31,700, Two person: £43,900*

A 'moderate' lifestyle provides more financial security and more flexibility. You can have one foreign holiday a year and eat out a few times a month. You would have the opportunity to do more of the things that you want to do.

Comfortable: One person: £43,900, Two person: £60,600*

A 'comfortable' lifestyle that allows you to be more spontaneous with your money. You could have subscriptions to streaming services, regular beauty treatments and two foreign holidays a year.

Source: Pensions UK. Figures correct at June 2025. *Total net income for a one-person and two-person household.

Setting up your online account

Once you're enrolled with TPT, we'll be in touch to let you know when we've set up your online account and what you need to do to register.

Your online account is the easiest way to check, track, and stay in control of your TPT pension pot. We'll also upload important documents, like your annual benefit statement, to your online account so you can access them securely. Watch our short video to find out more about your online account.

Your online account is available 24/7 on any device with an internet browser, so you can:

- get an up-to-date value of your pension pot
- change your contribution amount
- see where your pension is currently invested and make changes to your investment choice
- try out our planning tools
- view and update your personal details including your beneficiaries so we know who you'd like your pension to go to if you die
- transfer in and combine your pensions, so you can manage them all in one place*

Register or sign into your account at: my.tpt.co.uk

* For UK residents only. Investments can go down as well as up and you could get back less than you invest. Tax rules for pensions can change. Your eligibility to invest in a pension depends on individual circumstances and you should check that your existing pensions don't have any valuable guarantees or benefits you'd lose if you would move them. You cannot usually access your savings until the age of 55 (57 from 6 April 2028).

tpt Retirement Solutions

Changing your contribution levels

Although your pension is an important long-term investment for your future, we know life can sometimes get in the way. It's therefore easy to change your regular pension contributions, allowing you to balance saving for the future with your other financial commitments.

Before you make changes to your contributions

If you want to know how changing your contributions may affect your pension pot over the long term, you should:

1. Use our Boost your savings' tool in your online account to work out how much income you might need in the future. As a rough guide, the average required income in retirement is typically around half of your earnings. But, of course, everyone's needs are different – our tools are designed to help you figure out what is right for you.
2. Check the information from your employer to see if you could receive a higher employer contribution by increasing the amount you pay into your pension pot. You can find information about contributions including employer contributions in the 'Account' area of your online account.

How to make changes to your contributions

To change how much you're paying into your pension pot, simply sign in to your online account and make any changes in the 'Your TPT DC Pension' section.

Remember: When reviewing your contribution levels, it's important to bear in mind the pension limits set by the government. You can find out more about those here.

Opting out of your workplace pension

(Please note that the content in this section only applies to you if you've been automatically enrolled into the pension scheme by your employer)

You can choose to opt out of your workplace pension scheme at any time. Your employer will be able to provide you with details on how to opt out (see below for a general overview).

However, if you choose to opt out, you should be aware that you will lose the benefit of any employer pension contributions (basically, you will be turning down additional money from your employer). You should also be aware that under auto-enrolment legislation, your employer is required to re-enrol you in the workplace pension scheme every three years. You can then choose to opt again should you wish. The outcome of opting out of your workplace pension will depend on how long you've been in the scheme.

If you've been in the scheme for more than 30 days

Once you've been a member of the scheme for over 30 days, you have two options available to you if you decide to stop paying in:

1. You can leave your pension pot invested (and become what is known as a 'deferred member') until you are ready to start taking your pension, or
2. You can choose to transfer the value of your TPT pension pot to another registered pension arrangement.

If you've been in the scheme for less than 30 days

Once you have been automatically enrolled in the scheme, you have 30 days to choose if you'd like to opt out. If you choose to opt out within the first 30 days, you will be treated as though you were never a member of the scheme. This means any contributions that have been deducted from your pay will be returned to you by your employer (after any relevant tax deductions).

To opt out of the scheme, you need to complete an Opt Out Notice Form, which can be downloaded from our website. Once completed, please return the Opt-Out Notice Form to your employer who will then instruct us. If you change your mind and wish to start (or re-start) contributing to your pension, please contact your employer.

Re-joining the scheme

If you have previously opted out of your workplace pension scheme, you can usually re-join at any time. If you have opted out multiple times in the same calendar year, you will need to speak with your employer as some schemes may have annual limits on re-enrolments.

Leaving your employer

(Please note that this applies to all members including if you also have a TPT defined benefit (DB) pension)

If you leave your employer, you won't be able to continue making contributions to your TPT pension pot. You can continue to make changes to your investment choice or transfer in other pension pots to TPT if you wish. The pension pot you've built up will still belong to you, so it's essential you provide us with a personal email address so that we can continue to update you about your savings.

You can easily update your email address in your online account – once you've signed in, go to the 'Account' section. If you need any help, please get in touch with our team (see page 27 for details).

Please note that the content in this 'Taking your pension' section doesn't apply to you if you also have a TPT defined benefit (DB) pension. Please refer to your DB member guide on our website for details.

When can I retire?

Savings in a workplace pension scheme are locked away until you reach the minimum pension age. This is currently age 55, but will increase to age 57 on 6 April 2028.

You can start to take your TPT pension savings at any time once you've reached minimum pension age – you don't have to stop working in order to access your TPT pension pot. However, you should be aware that once you access your savings, you may be subject to stricter rules on how much you can continue to pay in.

Upon enrolment, your target retirement age will be set at age 65. You can then choose to change this date to anything from the minimum pension age up to age 75.

As mentioned previously, if you are invested in one of our Target Date Funds (TDFs) then your pension pot will automatically be gradually moved into more cautious investments as you approach your target retirement age. It's therefore essential that you consider when you might want to start taking your TPT pension savings, and to keep your target retirement age up to date.

Your target retirement age also lets us know when we need to get in touch with you to start explaining your options for taking your pension savings.

You can change your target retirement age in your online account.

How can I take my pension savings?

You won't start to automatically receive an income when you reach your target retirement age. **You need to choose how you would like to take your pension savings and have a number of options**, as explained on the next page. Remember that you can also receive an income from other pension pots you may have at the same time.

TPT pension savings → **Leave your savings invested**

Options

- **Take all your pension savings in one go**
- **Take your money in chunks a bit at a time**
- **Take regular income**
- **Take tax-free cash, invest the rest**

Please note that the options for taking your pension detailed on this page and page 18 don't apply to you if you also have a defined benefit (DB) pension with TPT. If this applies to you, you'll receive details on your options when you request a retirement quote from us.

Take your money all in one go

You can take all of your pension pot as a one-off cash lump sum. A quarter (25%*) of this will be tax free, and you'll pay income tax at your marginal rate on the remaining 75%.

Take your money in chunks a bit at a time

You can keep your pension pot and take lump sum withdrawals directly from it, a bit at a time until your money runs out or you choose another option. You can decide when and how much to take out. Each time you withdraw money, 25%* will be tax free and you'll pay income tax at your marginal rate on the remaining 75%.

Take a regular income

There are two ways you can use your pension savings to provide you with a regular income:

1. Purchase an annuity

You can use some or all of your pension pot to buy an 'annuity' which can provide you with a guaranteed regular income, either for the rest of your life or until a set date or specific age.

There are many types of annuities to choose from, and the amount of money you get from each can vary. If you choose an annuity you can still take up to 25%* of your savings as a tax free lump sum. Your annuity will be taxed as income.

2. Drawdown

The second option is that you can take income flexibly from your pension pot as and when you want. This is often called 'drawdown'. As with other options, you can take 25%* of your pension pot as a tax-free lump sum and the rest will be taxed as income as and when you take it. Remember, when using drawdown, the money you leave in your pension pot will remain invested- meaning it can rise or fall in value and you'll continue to pay management charges with your drawdown provider.

Take tax-free cash, invest the rest

You can take your tax-free cash in one go, or as a regular income, and invest the rest until you need it.

* Please note that it's usually the case that you can take 25% of your pension savings tax free, but there are exceptions to this.

Choosing how to take your pension savings is one of the biggest financial decisions most people will make in their lifetime, so it's essential you receive proper support and guidance. See **page 23** for more information.

There's lots of information to help you understand each option on our website and in the 'Learn' area of your online account. You might also like to take a look at the 'Retirement explorer' tool which explains your options. You can find this tool in the 'Plan' area of your online account.

Pension scams

If you are taking a cash lump sum from your pension to invest elsewhere, or plan to transfer your pension pot in order to take a flexible income, be aware that scammers may operate in these markets and you could risk losing money. Scammers use increasingly sophisticated methods to con people out of their life savings, so it's essential to stay alert to any warning signs. Please don't assume 'it could never happen to me'.

Make sure you know what to look out for and how to spot an offer or a request that isn't legitimate:

- If you're sent online resources, always double-check the website address is the same as the address shown in any official communications.
- Reject unexpected offers – these often originate from unsolicited text or social media messages. Such contact is illegal and is likely a scam.
- Always check who you're dealing with – make sure they are Financial Conduct Authority (FCA) authorised and not a 'clone firm'.
- Don't be rushed or pressured into making a decision – even if it sounds like a great deal. If it sounds too good to be true, it almost certainly is.
- Get impartial advice with an FCA authorised financial adviser before making any changes to your pension.

If you suspect you have been targeted by a pension scam, you should report it immediately to the Financial Conduct Authority (FCA) or Action Fraud. If you need advice and support you can call the Citizens Advice consumer service team on **0808 223 1133** or visit www.citizensadvice.org.uk

What happens if I die before I take my pension?

Sadly, some people pass away before they can access their pension savings. Just like your other savings and possessions, the money in your pension pot belongs to you. That means that if you're no longer around, the money you've saved could go to your loved ones.

You can tell us who you'd like your money to go to if the situation arises. That's where nominating a beneficiary comes in.

A beneficiary is a person or organisation (such as a charity) who you would like to receive your pension pot when you die. If your employer also offers life insurance as part of your workplace pension scheme, this would also be paid to your nominated beneficiary or beneficiaries.

You can nominate as many beneficiaries as you wish, and indicate the proportion of your pension pot you would like them to receive. You are also able to allocate your life cover to your beneficiaries if this is provided by your employer as part of your plan.

How do I make sure my money goes to the right place?

Make sure to keep your beneficiaries up to date to ensure that your money goes to the right person should anything happen to you.

It's easy to nominate beneficiaries using your online account- simply head to the 'Account' area and select 'Beneficiaries'.

tpt Retirement Solutions

Tracing lost pensions

Pensions information can easily go missing for a number of reasons, including:

- moving address
- misplacing paperwork
- changing contact details such as address or phone number

Currently, there's over £26 billion in 'lost' pensions in the UK that have not been claimed by people.

Fortunately, there's support available to help you track down all your old pensions.

Within the 'Manage' area of your online account we can help you locate old pensions. Then once you've tracked down any other pensions, you can then connect them in your account to keep track of all your pensions in one place. You can even bring your other pensions to TPT if you wish. Please note that this service is supported by our partner, The Pension Lab.

Alternatively you can use the Government's pension tracing service.

Once you have found all your pension pots, you can then decide whether you would like to keep them separate or merge them into a single pot as seen on next page.

Throughout your life, it's likely that you'll have a number of jobs with different employers, which may mean that you have multiple pension pots. Due to the requirement for most employees to be automatically enrolled into a workplace pension, you could have small pots of money saved from positions you only held for a brief time.

t|p|t Retirement Solutions

Combining your pensions

Keeping track of multiple pension pots can be difficult, however, in most cases you can transfer your pots between schemes (known as 'consolidating' or 'combining').

Here are some reasons why you might want to consider combining your pots:

- **Planning:** Moving your pension savings into one pot can make it easier to manage your retirement planning and keep track of your total pension savings.
- **Investment performance:** Every pension scheme will have its own approach to investment management, and some will provide better investment returns than others.
- **Range of investment funds:** Some pension schemes may offer a wider range of investment funds than others, or funds more suited to your investment goals or personal beliefs. It's worth taking time to compare them and think about what's right for you.
- **Charges:** Some pensions have higher charges which can eat into the value of your savings. It's worth taking a look at how TPT's charges compare to those of your other pensions.

You can transfer other pensions to TPT in your online account, even if you've left your employer and are no longer making contributions to your pension pot - simply head to the 'Manage' area select 'Other pots' and follow the on-screen instructions.

Of course, everyone's circumstances are different. If you're thinking about merging your pension pots, it's a good idea to consider talking to a regulated financial adviser who can help you understand the differences between your schemes and explain the pros and cons of the decision (**see page 25** for more information).

Financial guidance and advice

Most people spend a big chunk of their life in retirement, so you should take the time to plan carefully and ensure you have the knowledge to make informed decisions.

When the time comes to take your pension savings, you need to be sure that you understand the different options available to you. There's a lot to think about, and it might be worth considering getting some professional help.

This is where financial guidance and financial advice can come in. First of all, what's the difference?

Financial guidance can help improve your understanding, and it's usually free. Keep in mind that guidance services will only provide you with general information. Financial guidance is not based on your circumstances, unlike financial advice, and will not provide you with a personalised recommendation on the best course of action for you.

Financial advice will provide you with a personalised recommendation on how to achieve your financial goals. Financial advisors are also regulated by the Financial Conduct Authority (FCA), which means you have additional protection should anything go wrong.

	Financial advice	Financial guidance
Personal recommendation advising you what you should do	Yes	No
Based on your individual circumstances and needs	Yes	No
Impartial	Yes	Yes
Regulated	Yes	No
Protected by the Financial Services Compensation Scheme	Yes	No
Fee to pay	Yes	No

Free financial guidance resources

The following websites and services are all free to use and can help you decide on the best option(s) for your circumstances.

MoneyHelper

MoneyHelper is a government-supported service that provides useful information about pensions and retirement. You'll find articles to help your understanding of workplace pensions, the State Pension, tax and avoiding pension scams.

Pension Wise

The Pension Wise service provides guidance for people aged 50 or over who are evaluating their retirement options and can be accessed through the MoneyHelper website.

The Government Website

The GOV.UK website contains useful information about tax rules, and can help you find out if you qualify for a state pension (and, if so, how much) or pension's credit.

TPT Website

Don't forget that you can find lots of information and tools to help you with your pension savings and retirement plans on our website and in the 'Learn' area of your online account.

Getting financial advice

When it comes to making a big decision or understanding your options, it can help to discuss your pensions with a financial adviser. A financial adviser can help you feel more in control of your retirement plans, make decisions about your pension savings with confidence and, when the day comes, help you make the right choices when it comes to covering the cost of your lifestyle in retirement.

It may be worth seeking advice if you're:

- unsure how much money you'll need in order to have the type of lifestyle you want in retirement
- thinking about transferring your pension or merging any other pensions you may have with your TPT pension
- considering making changes to your investments
- approaching pension age and want to know how best to turn your savings into a retirement income

Introducing Origen Financial Services

TPT cannot give financial advice. However, as a TPT member, you can get financial advice through our carefully selected partner, Origen Financial Services for a discounted fee. Origen offers two core services for TPT members*:

- advice while you're saving for retirement, to help you check your plans are on track
- advice to help you make decisions on how to take your pension pot at retirement

Each service includes an initial meeting with an Origen adviser, a pension report detailing recommendations in respect of your TPT retirement savings, and a follow-up call to discuss the recommendation. The advice is entirely independent from TPT and will be based on your personal circumstances and objectives.

You can find out more about advice services from Origen and the cost on our website.

Find your own adviser

Of course, if you prefer, you can choose to find your own regulated financial adviser on the unbiased website: https://www.unbiased.co.uk

* Please note that the discounted Origen financial advice service only covers advice on your TPT defined contribution (DC) pension. If you also have a TPT defined benefit (DB) pension, whilst Origen can provide advice on defined benefit pensions, this is not included in this fee and you would need to discuss the additional cost for this advice with Origen directly.

Complaints

tpt Retirement Solutions

If you have a concern or complaint regarding your pension, we recommend that you first call our team on **0345 072 6780**.

If your complaint cannot be resolved informally and you continue to be dissatisfied, you can initiate the formal complaints procedure at any time. This has two stages, which are outlined below:

Stage 1

You may submit a formal resolution request to the General Legal Counsel in writing. Please ensure all correspondence bears the heading 'Formal Complaint'. A decision should be provided within two months of your formal request. MoneyHelper can assist you with your complaint. Click here to find out the key steps for making a complaint.

Stage 2

If you remain unhappy or disagree with the General Legal Counsel's formal resolution, you have the right to appeal to the Trustee within six months of the decision. The result of your appeal should be provided within two months.

If you are not satisfied with the Trustee's decision, you have the right to refer your dispute to The Pensions Ombudsman.

MoneyHelper

MoneyHelper is an independent organisation that provides assistance to pension scheme members and their beneficiaries, If you have any general requests for information or guidance concerning your pension arrangements please contact:

MoneyHelper, 120 Holborn, London, EC1N 2TD

0800 011 3797

https://www.moneyhelper.org.uk/en/contact-us

The Pensions Ombudsman

The Pension Ombudsman is an independent organisation set up by law. Their service is free, and their role is to impartially investigate pension complaints from scheme members, or their beneficiaries, employers, or trustees.

www.ombudsman.org.uk/making-complaint

enquiries@pensions-ombudsman.org.uk

0345 015 4033

TPT contact details

t|p|t Retirement Solutions

The team at TPT are here to help you at every stage of your savings journey. We're available Monday to Friday from 8.30am to 5.30pm.

Contact us by telephone, email or post

0345 072 6780

Sign in to my.tpt.co.uk and choose 'Get in touch' to send messages and documents to us securely. You can also chat to us online during our opening hours.

TPT Administration, PO Box 165, Blyth, NE24 9GO