

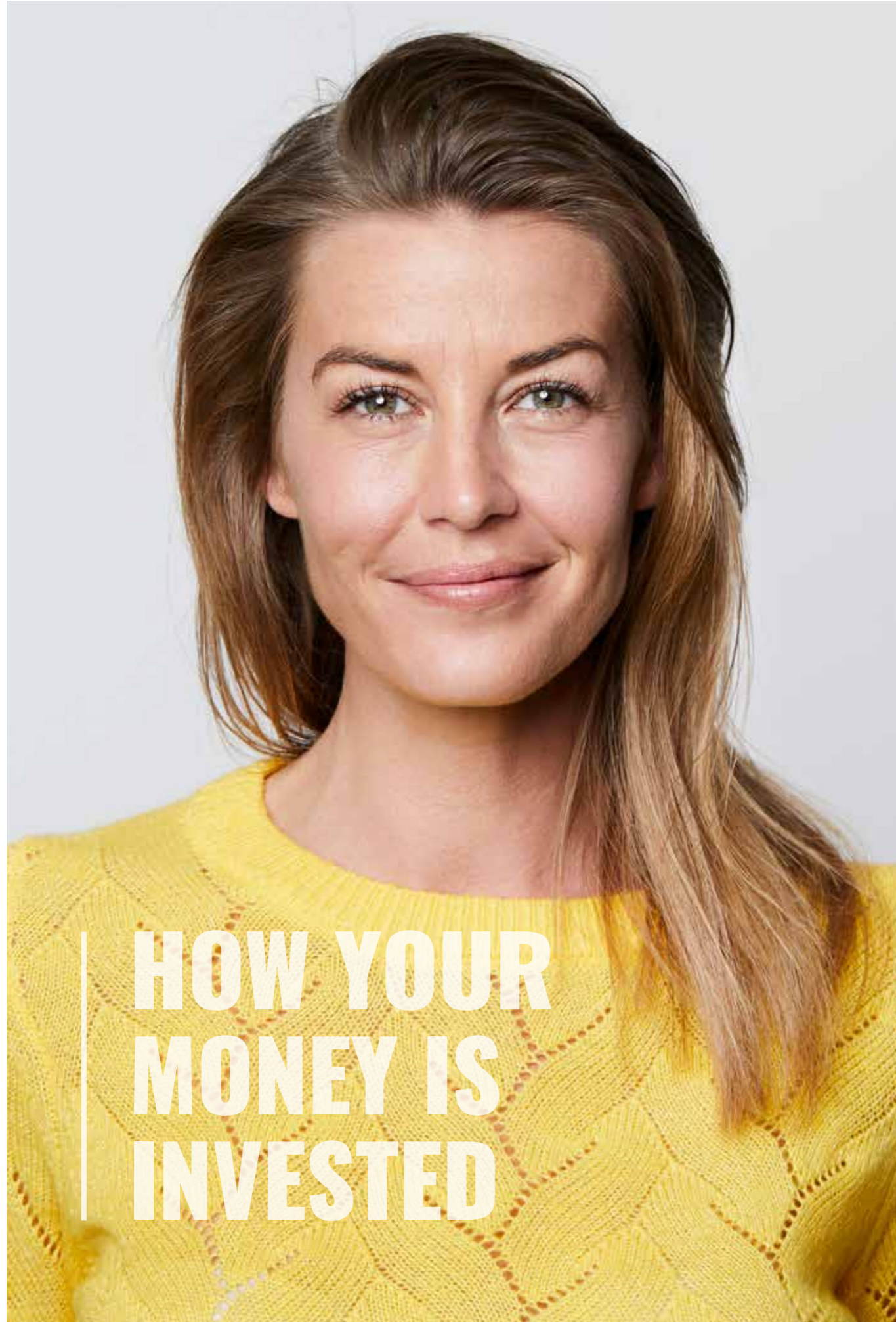


# Your money, your world.

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**Investment Choices Guide  
Creative Auto Enrolment Pension**

[creativepensiontrust.co.uk](https://creativepensiontrust.co.uk)



We know that investing can seem a bit alien and complicated to many people. That's why we automatically invest your pension for you.

So, if you do nothing, you're in safe hands. Your pension is working for you - and also for the planet.

If you want to find out more about investments, where your pension is invested and how to take an active role in your savings – this guide tells you everything you need to know.

Remember, you can see your investment options and change them online any time using the **Creative Pension Trust Member Portal**.

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## Your pension with us...

### ...is invested.

Like all other pensions, we use investments to make your savings work as hard as possible for you and grow over the long-term. We talk more about what an investment is on [page 9](#).



### ...is designed to give you the best of all worlds.

We carefully choose where to put your money to balance the risk that you take whilst maximising potential returns. We talk more about investment risk on [page 13](#).



### ...is automatically invested for you.

If you don't do anything your money will be invested and looked after by our independent and experienced trustees who must act in your best interests. We talk more about where your money automatically goes on [page 19](#).



### ...is built to change as you approach your Target Retirement Age.

We automatically move your money into different investments as you get closer to the date you'll take your pension to help you avoid some of the bigger ups and downs. We talk more about this on [page 20](#).



### ...is ready for you to choose your own investments.

We know not everyone is the same, so if you want to choose where your money goes, we have a range of investment options for you to pick from. We talk more about self-selecting on [pages 22-30](#).



### ...is working hard for you and the planet.

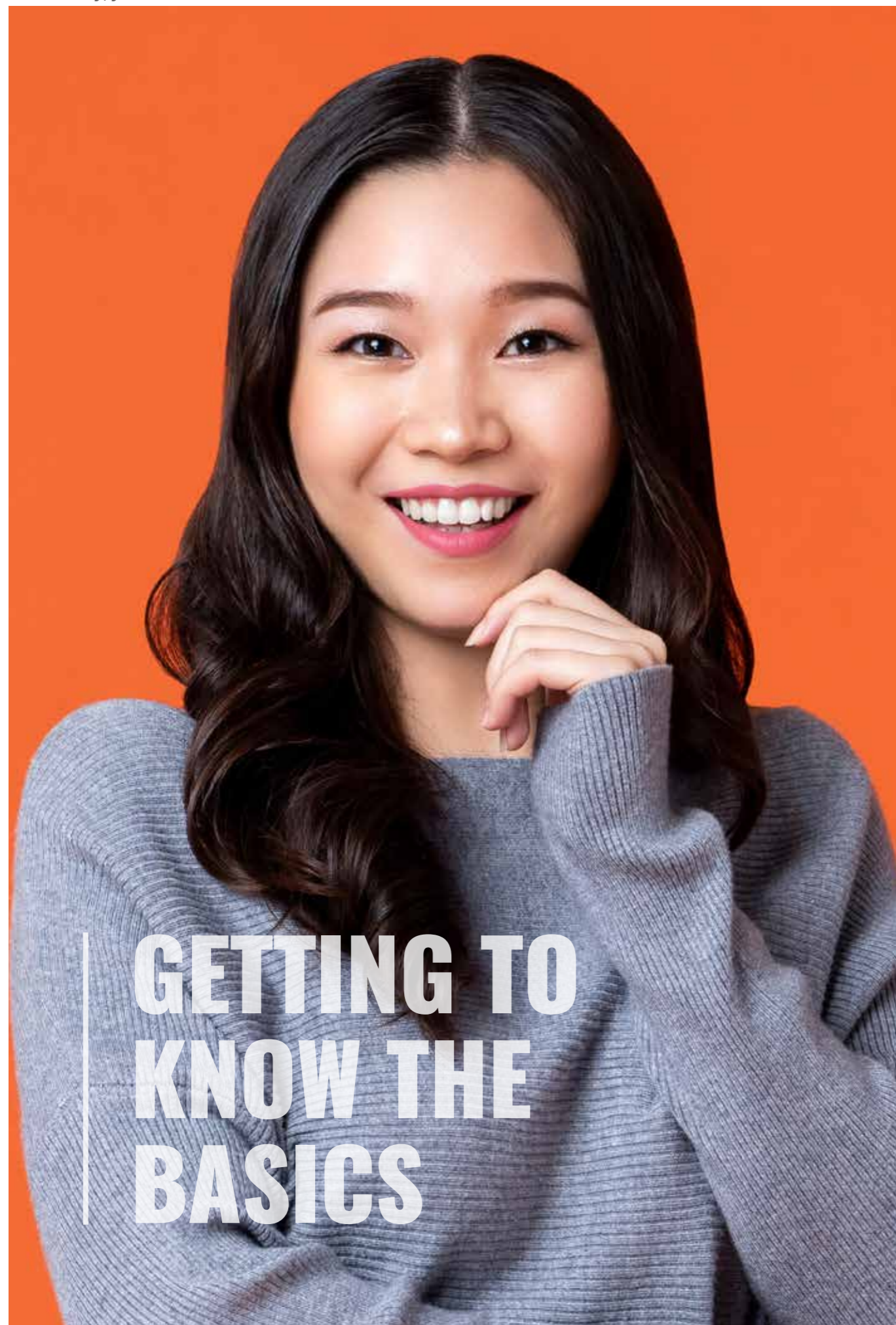
Saving for the long term won't be worth it if our world is destroyed by climate change by the time you get to retire! Our investments work hard for your future, prioritising financial returns for you while also helping care for our society, and the future of the planet. We talk more about this on [page 33](#).



### ...is available to view and manage online at any time using the **Creative Pension Trust Member Portal**.

We talk more about this on [page 36](#).





## How investing works

**Most people think of saving as putting money in a bank or building it society and watching it grow. You get a rate of interest on your savings and that might be higher or lower depending on how long you lock your money away for.**

Investing is different. Your money is invested in companies and other financial assets. The value of your investments can go down as well as up. But they are designed to grow over the longer term. When you want to take your money, your investments are sold for their cash value at that time, which you can then withdraw.

### **Saving in a pension is very different to saving in a bank**

Your pension savings are locked away until you're at least 55 (57 from 2028). This is set by the government. So, we look at investments with a long-term lens. As the assets we invest in grow, so too does your pension and the better your retirement looks.

The goal of investing is to make your money work as hard as you do – to give you a better retirement. Then, as you get older and closer to retirement, we start making changes to the investments aimed at reducing big ups and downs in the value of your pension pot.

The two key things to remember:

- The value of your investments can go down as well as up, but over the many years you're saving into a pension, investments tend to do better than cash savings.
- Unlike a bank account which you can access at any time, your money in a pension is locked away until you're 55 (57 from 2028).

## How investing works continued

### The power of your money

One of the main reasons investing is important is that cash can lose its value over the long-term.

What does that mean? If you think back 20 years, how much was a lemonade and a packet of crisps? How prices rise over time is called inflation. You've probably heard about inflation quite a lot in the last year or two - it means that what your money can buy in the future will be less than it can buy today.

It's one of the key reasons that using investments instead of cash over the long-term is important. Good investments mean that your money shouldn't lose its buying power in the same way.

### What kinds of investments are there?

There are many different types of investments. These are often referred to as different kinds of 'asset'. Here are some of the assets we use to invest your pension:



#### Cash

Deposits with financial institutions and governments that can earn interest.



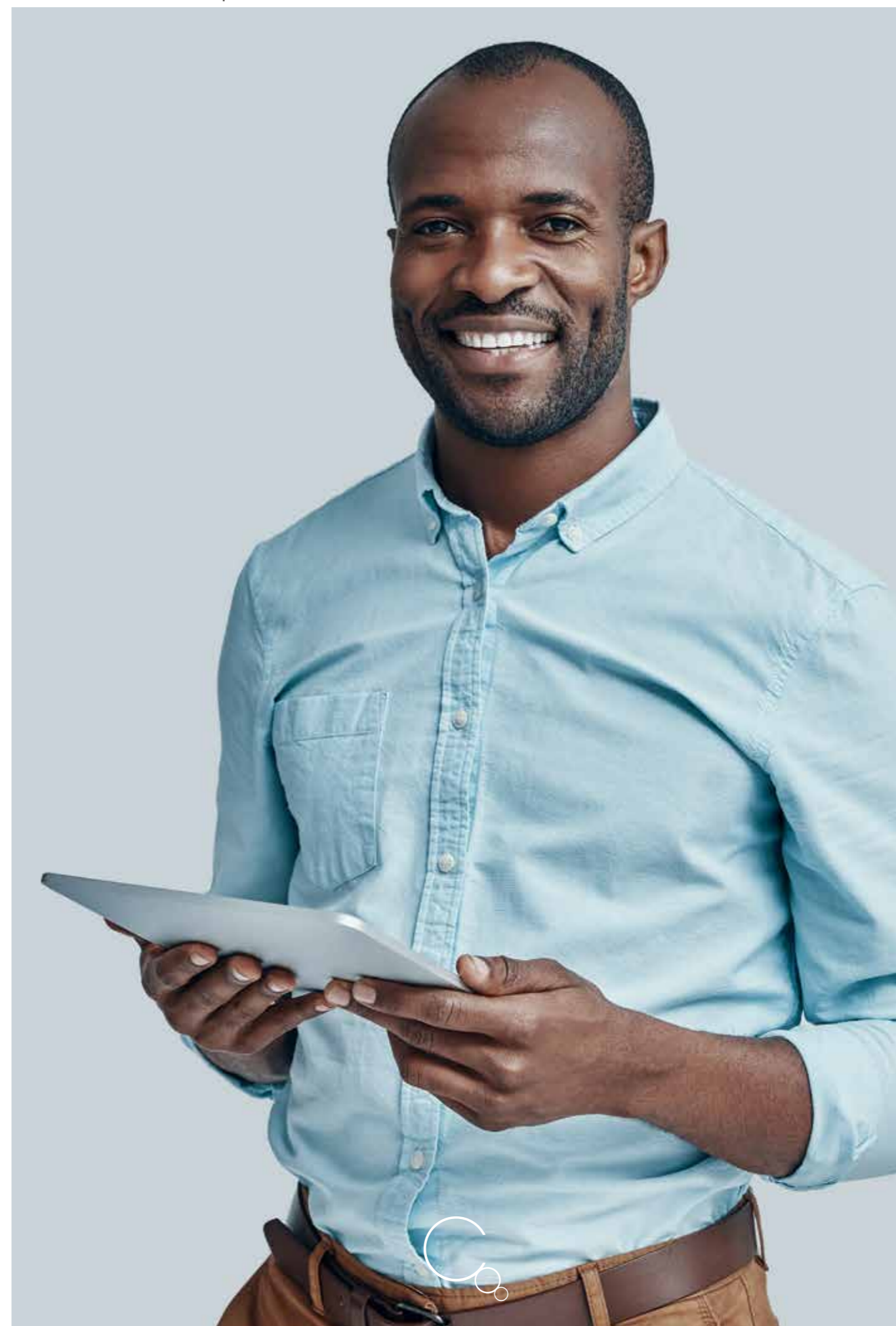
#### Bonds & gilts

Are loans to either companies or governments with an agreed interest payment plan. UK government bonds are called 'Gilts'.



#### Stocks & shares

Small pieces of listed companies, often referred to as 'equities'.





## How risk and return are linked

**Investing always carries a degree of risk – the value of your investments can go down as well as up on a day-to-day basis and at any point there's a risk that your pension could be worth less than what has been paid in.**

It's normal for investments to go up and down each day and over time. Our funds are designed to grow over the long term, so it's likely that you'll see positive investment growth over the years that your pension is invested, although there are no guarantees.

Different types of investments (we call these asset classes) come with different levels of risk. Risk and return are linked – so, typically, the more risk in your investments, the more risk to your capital but the higher the potential for growth.

What do we mean by risk? The more risk in the investment, the more likely the value of your pension could go down as well as up. We call this volatility. If your pension is invested automatically then our trustees are thinking about this for you. They think about balancing risk and return on your behalf – so you don't have to worry about it.

## Taking less risk as you get closer to taking your money

**If you stick with the automatic investment that we manage for you, as you get closer to your Target Retirement Age, we'll move your pension to investments considered to be lower risk. You can find more about that on page 20.**

You can set your Target Retirement Age online at any time using the [Creative Pension Trust Member Portal](#). If you don't do this, we will assume you will start accessing your pension from age 65.

Don't worry though – if your plans change, you don't need to dip into your savings until you need to. By setting your Target Retirement Age using the [Creative Pension Trust Member Portal](#), you are helping us to ensure your pension is invested appropriately for your age and how long away from accessing your money you are.

**Where your pension is automatically invested is often called a 'Default Investment Strategy.'**

**We've talked about how the value of your pension can go up and down – this is normal and to be expected.**

## What are the risks?

We take a long-term approach to managing your money, balancing the need to grow your pension with the risk taken. When your pension is automatically invested it's our job to manage these risks for you.

**The risks that we think about are things like:**

**Inflation** – prices going up over the long term, so your money won't be able to buy as much.

**Interest rates** – changes in interest rates can change the value of some investments, like bonds – where if interest rates rise, bond prices fall and vice versa.

**Currency changes** – overseas investments can change in value based only on the exchange rate and not investment performance.

**Other economic factors** – wars, pandemics and changes in how countries trade with each other can make a big difference to supply chains, costs and business activity.

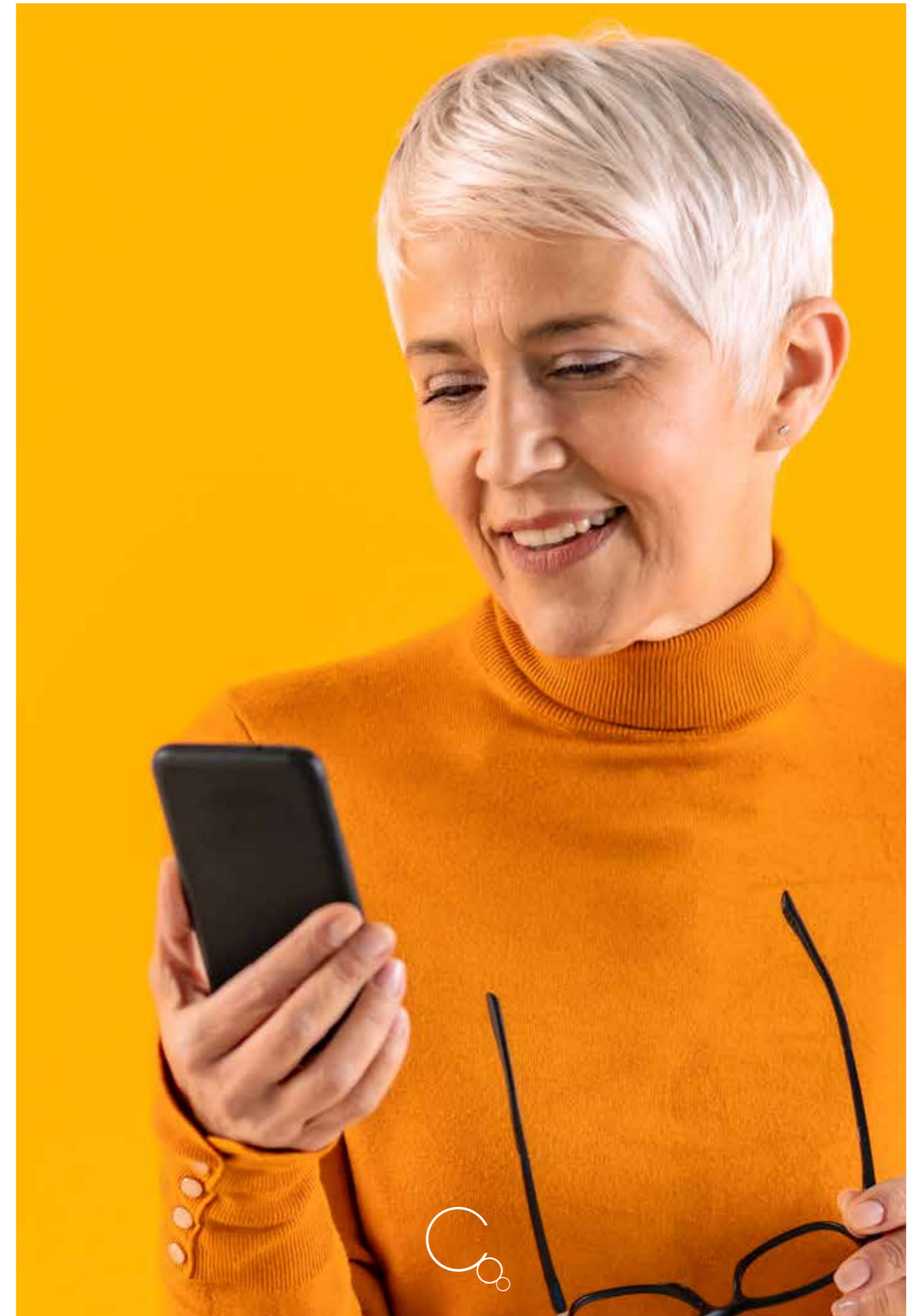
All of these influence how assets your pension is invested in perform.

## Managing the risks

**Our long-term approach means that we've thought about these risks and selected a wide range of investments that spread the risks.**

Another way we manage risks is by investing in companies where we think there is a positive and sustainable future, for both the company and the planet. We, and our trustees, aim to make sure these companies are well run and are set up to be successful. If the companies are successful, then our investments are likely to be successful, and your pension will grow. This is our aim.

You can manage your own risk by using our self-select investment options if you want to.





# CHOOSING WHERE YOUR PENSION IS INVESTED



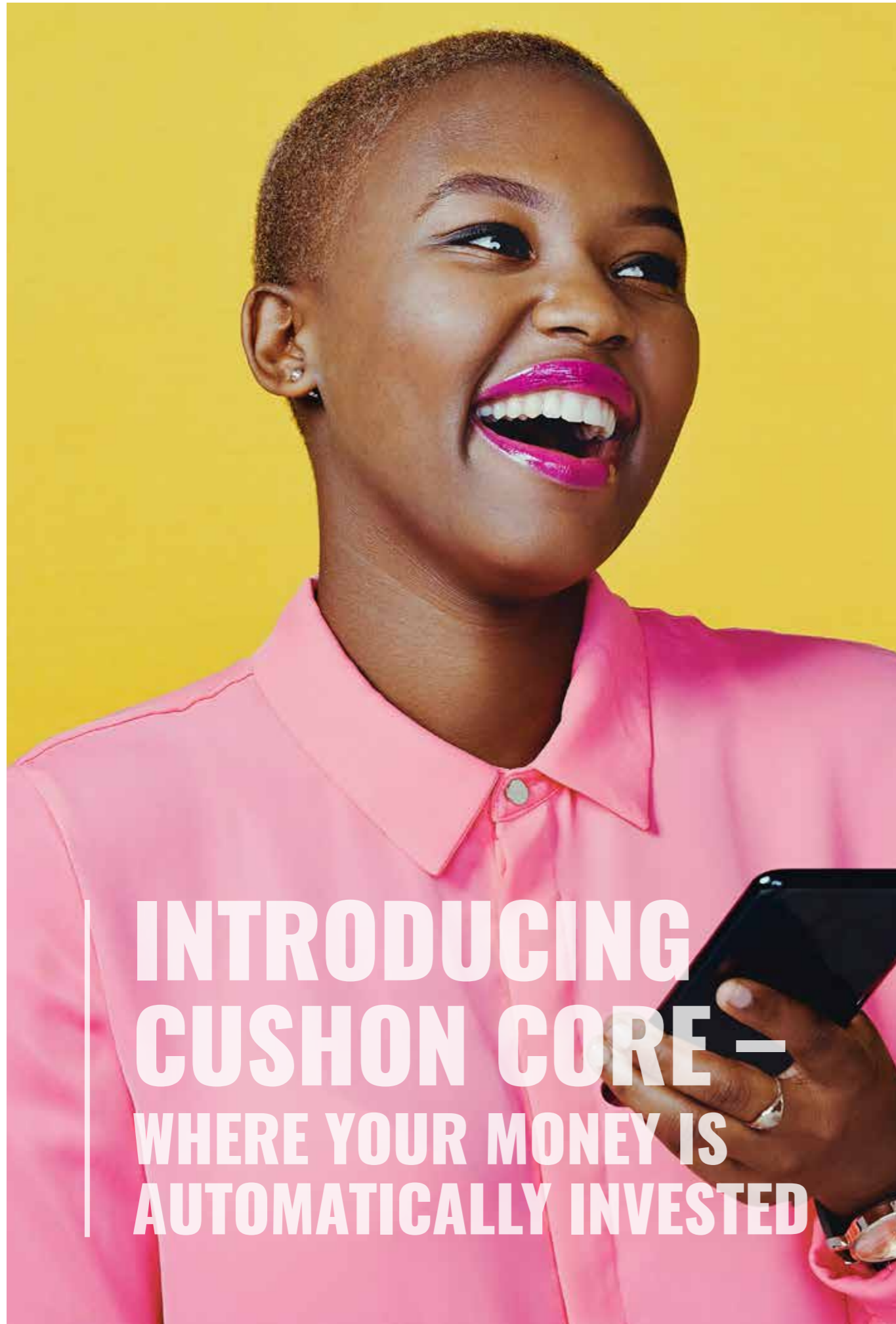
## Leave it to us, or do it yourself

**If you're not comfortable making investment decisions for your pension, that's fine – we will do this for you automatically. You don't need to do anything for this to happen.**

Alternatively, if you want more control over how your pension is invested, you can choose your investments for yourself.

When we invest for you, we also automatically change your investments as you approach your Target Retirement Age. All we ask is that you let us know when you think you might want to take your money. This lets us help you in the best possible way – balancing the need to protect your pension whilst still benefiting from growth for as long as possible. This is easy to do using the [Creative Pension Trust Member Portal](#).

Do it for me	I'm happy to do it myself
We'll keep investing your money for you and make changes depending on your age and how close you are to your Target Retirement Age.	You can select from the following investments using the <a href="#">Creative Pension Trust Member Portal</a> . You'll need to think about whether these are best for you as you get closer to your Target Retirement Age.
<b>Cushon Core</b> (Our Default Investment Strategy)	<b>Cushon Sustainable Global Equity</b> <b>Cushon Sustainable UK Equity</b> <b>Cushon Sustainable Europe (ex UK) Equity</b> <b>Cushon Sustainable Japanese Equity</b> <b>Cushon Sustainable North American Equity</b> <b>Cushon Sustainable Pacific (ex Japan) Equity</b> <b>Cushon Sustainable Emerging Market Equity</b> <b>Cushon Fixed Interest Gilts</b> <b>Cushon Index Linked Gilts</b> <b>Cushon Sustainable UK Corporate Bonds</b> <b>Cushon Cash</b> <b>Cushon Shariah</b> <b>Cushon Global Impact</b>

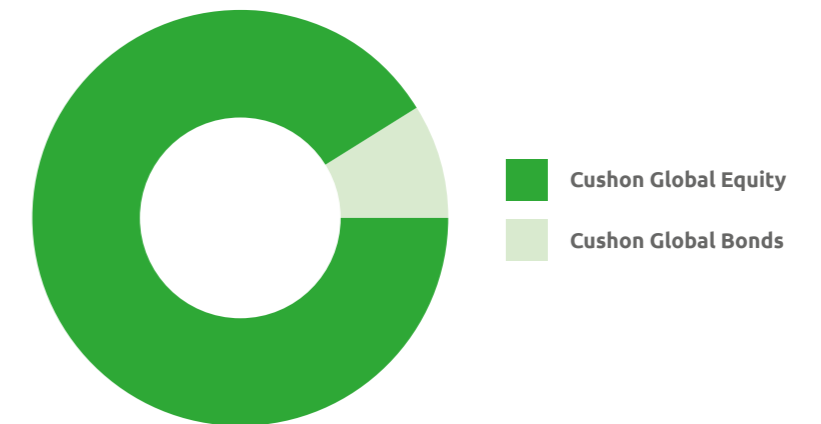


**INTRODUCING  
CUSHON CORE –  
WHERE YOUR MONEY IS  
AUTOMATICALLY INVESTED**

## How your money is invested for growth

**Our Default Investment Strategy for your pension is called Cushon Core. It uses 2 investment funds designed by us and tailored for our members. These aim to give you market-leading projected returns while balancing overall investment risk – and all while making the world a better place!**

In the growth stage of your pension saving, we will invest your money using the following targets, which will vary from time to time:



**Cushon Global Equity**  
**90%**

We source global equities including many from low carbon emitting companies to help the transition to a low carbon economy, both in developed and emerging markets. We align these to the UN's Sustainable Development Goals.

**Cushon Global Bonds**  
**10%**

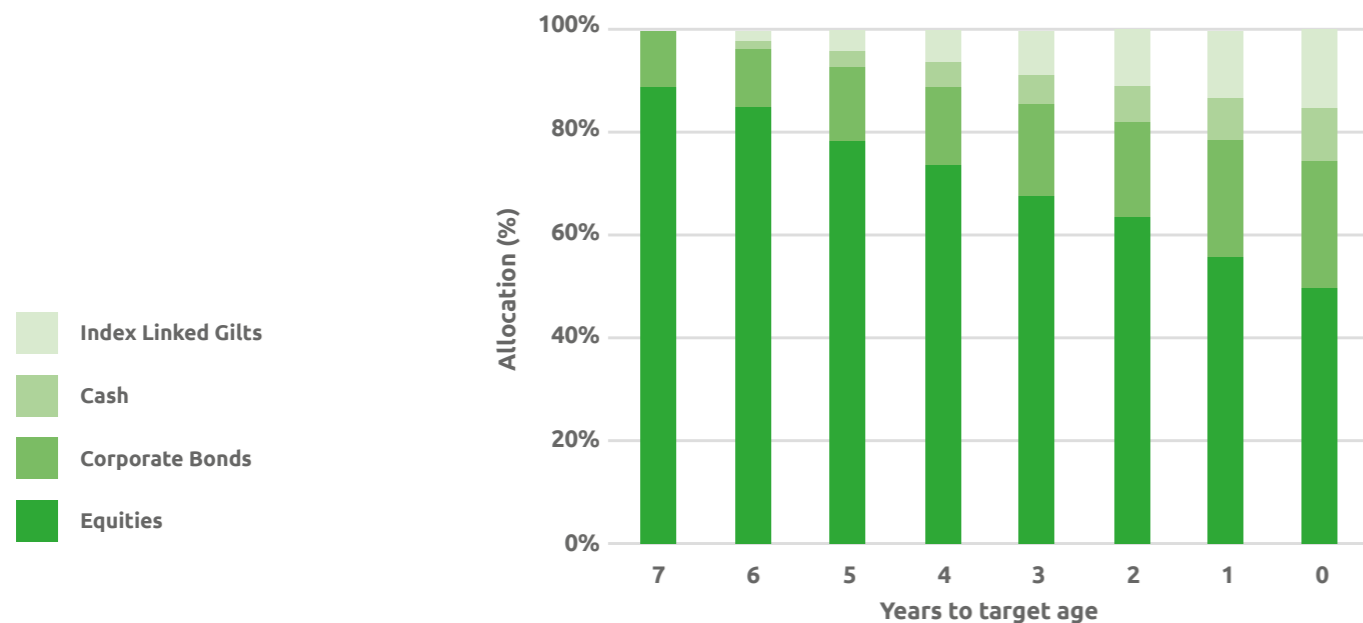
We use a number of leading managers who oversee global bond portfolios that carry a low carbon bond mandate and a social impact mandate.

## As you approach your Target Retirement Age

**As you get closer to your Target Retirement Age (the age from which you might start accessing your pension), we want to help protect the money you've saved. So, we will start to change the makeup of the investments from 7 years before.**

Here's how those changes might look in the years leading up to your Target Retirement Age – it aims to remove some risk of big ups and downs in the value of your pension, but still gives your pension the opportunity to grow. Making sure you've set the right Target Retirement Date in the [Creative Pension Trust Member Portal](#) will help us time this right.

### How your investments will change



## How your pension makes your future and the world better...

**We've talked about investments and how they work. In the past investments were only looked at in terms of their financial performance. Whilst this is obviously important, it's not the only consideration.**

For instance, investing in equities means owning bits of companies. When we select equity investments we are looking for companies that are actively making a positive impact in the world and are likely to perform well over the longer term. We also consider companies that have the power to be a force for change and who have a clear path towards decarbonising. For example – oil and gas companies that are developing alternative energy sources.



## Making your own investment choices

You can choose your own investments – remember if you do this you’ll also have to make sure you keep an eye on them as you get closer to retirement or when you are likely to start accessing your money. Each comes with different degrees of risk and different costs.

### The ratings measure:



**1. Carbon reserves intensity** – this measures how much carbon reserves (oil, gas, coal) all the companies a fund invests in hold that could be emitted compared to the benchmark. The higher the number shown, the better the fund is doing to reduce future carbon emissions.



**2. Carbon footprint** – this measures the intensity of how much carbon is emitted by all the companies a fund invests in. The higher the number shown, the better the fund is doing in reducing carbon emissions.

Here’s a summary of your self-select investment choices. You can find out more about each fund on its own and download fund factsheets using the [Creative Pension Trust Member Portal](#).

The information provided below was last updated 31/12/2022. Fund information varies from time to time, and you should check the fund factsheet for the latest details.

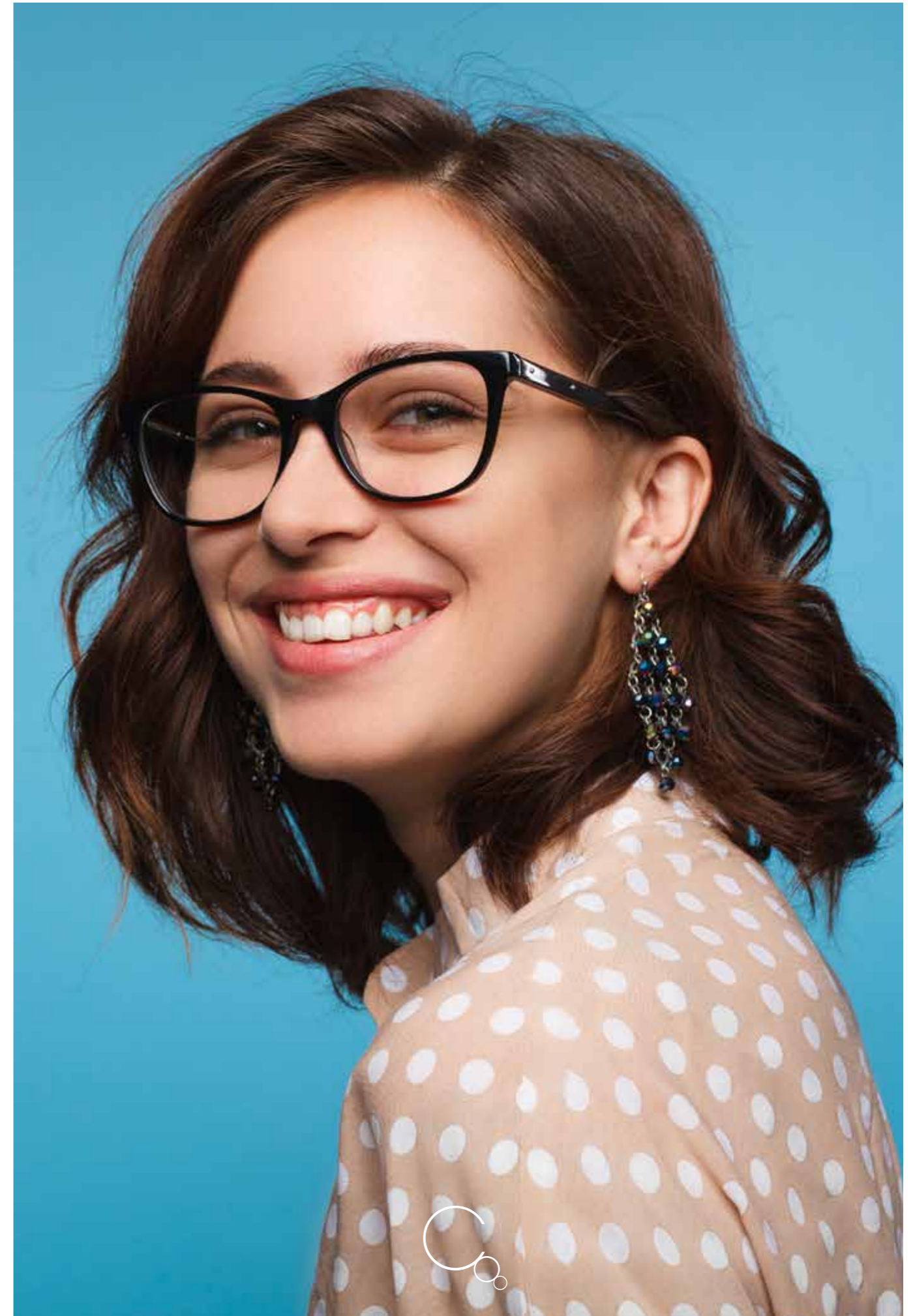
### Cushon Sustainable Global Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG Global Markets Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G GPGE Future World Global Equity Index
Asset class:	Equities
Geographical focus:	Global
Fund Management Charge:	0.465%
Carbon reserves intensity:	75% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	59% Lower carbon footprint than the unadjusted benchmark

A benchmark is a standard that a fund performance can be measured against



## Making your own investment choices continued

### Cushon Sustainable UK Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG UK Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G UPAK Future World UK Equity Index
Asset class:	Equities
Geographical focus:	UK
Fund Management Charge:	0.424%
Carbon reserves intensity:	72% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	63% Lower carbon footprint than the unadjusted benchmark

### Cushon Sustainable Europe (ex UK) Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG Europe ex UK Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G EPAG Future World Europe (ex UK) Equity Index
Asset class:	Equities
Geographical focus:	Europe (excluding UK)
Fund Management Charge:	0.473%
Carbon reserves intensity:	72% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	53% Lower carbon footprint than the unadjusted benchmark

### Cushon Sustainable Japanese Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG Japan Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G JPAC Future World Japan Equity Index
Asset class:	Equities
Geographical focus:	Japan
Fund Management Charge:	0.473%
Carbon reserves intensity:	81% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	52% Lower carbon footprint than the unadjusted benchmark

### Cushon Sustainable North American Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG North America Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G NPAD Future World North American Equity Index
Asset class:	Equities
Geographical focus:	North America
Fund Management Charge:	0.473%
Carbon reserves intensity:	80% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	59% Lower carbon footprint than the unadjusted benchmark



### Cushon Sustainable Pacific (ex Japan) Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG Asia Pacific ex Japan Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G PPAD Future World Asia Pacific (ex Japan) Equity Index
Asset class:	Equities
Geographical focus:	Asia Pacific (ex Japan)
Fund Management Charge:	0.473%
Carbon reserves intensity:	58% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	52% Lower carbon footprint than the unadjusted benchmark

### Cushon Sustainable Emerging Market Equity

#### Fund Aims

The investment objective of the fund is to track the performance of the Solactive L&G ESG Emerging Markets Index (less withholding tax where applicable) to within +/-0.60% p.a. for two years out of three.

Underlying fund:	L&G GPEM Future World Emerging Markets Equity Index
Asset class:	Equities
Geographical focus:	Global
Fund Management Charge:	0.620%
Carbon reserves intensity:	77% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	65% Lower carbon footprint than the unadjusted benchmark

# Making your own investment choices continued

## Cushon Sustainable UK Corporate Bonds

### Fund Aims

The fund aims to provide diversified exposure to the GBP corporate bond markets and produce a return in line with the performance of the Solactive L&G ESG GBP Investment Grade Corporate TR Index.

Underlying fund:	L&G Future World GBP Corporate Bond Index
Asset class:	Bonds
Geographical focus:	UK
Fund Management Charge:	0.455%
Carbon reserves intensity:	78% Lower carbon reserves intensity than the unadjusted benchmark
Carbon footprint:	49% Lower carbon footprint than the unadjusted benchmark

## Cushon Cash

### Fund Aims

The fund aims to perform in line with SONIA (Sterling Overnight Index Average), without incurring excessive risk.

Underlying fund:	L&G AR Cash
Asset class:	Cash
Geographical focus:	Global
Fund Management Charge:	0.420%

## Cushon Fixed Interest Gilts

### Fund Aims

The objective of the Fund is to track the performance of the FTSE Actuaries UK Conventional Gilts All Stocks Index, the "Benchmark Index" before fees and expenses are applied. Fund performance may differ from the Benchmark Index due to the deduction of fees and expenses and the impact of any tracking error factors.

Underlying fund:	L&G AA All Stocks Gilts Index
Asset class:	Bonds
Geographical focus:	UK
Fund Management Charge:	0.408%

## Cushon Index Linked Gilts

### Fund Aims

The objective of the Fund is to track the performance of the FTSE Actuaries UK Index Linked Gilt All Stock Index, the "Benchmark Index" before fees and expenses are applied. Fund performance may differ from the Benchmark Index due to the deduction of fees and expenses and the impact of any tracking error factors.

Underlying fund:	L&G Y All Stocks Index Linked Gilts Index
Asset class:	Bonds
Geographical focus:	UK
Fund Management Charge:	0.408%

## Making your own investment choices continued

### Cushon Shariah

#### Fund Aims

The fund aims to provide long-term capital growth by investing in securities of a range of companies listed across the globe whilst meeting Islamic investment principles.

Underlying fund:	HSBC Islamic Global Equity Index
Asset class:	Equities
Geographical focus:	Global
Fund Management Charge:	0.670%

### Cushon Global Impact

#### Fund Aims

The fund aims to provide long-term capital growth through an investment allocation to Global equity securities which exhibit positive change.

Underlying fund:	Baillie Gifford Positive Change Fund
Asset class:	Equities
Geographical focus:	Global
Fund Management Charge:	0.770%





## Using the Creative Pension Trust Member Portal to self-select your own investments

To see how your pension is currently invested and to make any changes to your investments, log in to the **Creative Pension Trust Member Portal** with your account details, click on Your Pension in the Navigation Menu and select Manage Investment:

### **If your pension is being invested by us using our Default Investment Strategy:**

You will see your Investment Options Status is set to Lifestyling, which means we are making decisions about how your pension is invested for you and based on how many years you have until your Target Retirement Age.

### **If you are managing your own investments or want to choose your own investments:**

The Investment Options Status will be set to Freestyling or you will need to change the slider so it is set to Freestyling. Underneath you will see our range of self-select investment funds for you to choose from.

If you need any help, head to [www.creativepensiontrust.co.uk](http://www.creativepensiontrust.co.uk) and look for the Member Help Centre, where you'll find step by step videos about how to change your investments as well as other support and guidance.

## How your pension is building a greener world

**There's a climate emergency facing our planet and we all need to change. That is true for pensions too. What does that mean for you and your pension with us?**

We believe that your pension shouldn't be having a negative impact on the planet. Our ultimate aim is that every company we invest in makes a positive contribution to our society and the planet – all while helping you to grow your pension for your future.

Right now, Cushon Core – our Default Investment Strategy that automatically invests your money for you:

- **Is designed to deliver a 60% reduction in scope 1 and 2 CO2e emissions compared to equivalent investments that that do not take into account their impact on our climate.**
- **Has a commitment to reach an 80% reduction by 2030**
- **Reduces our exposure to oil and gas by 90% compared to equivalent investments that that do not take into account their impact on our climate.**
- **Is investing in companies that are contributing towards climate solutions**



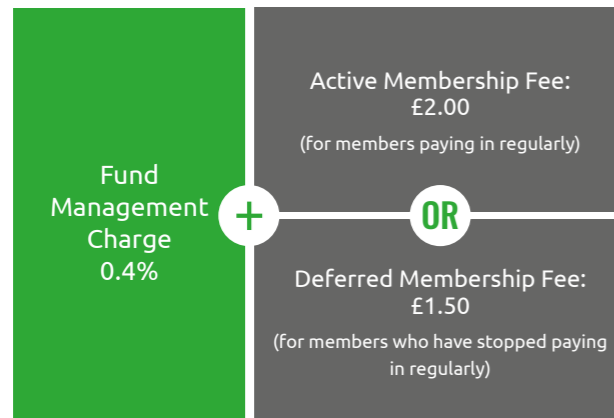
## How much your pension and investments cost

### A breakdown of our charges

To pay for the management and expertise we need to look after your pension and investments, we charge a small fee, which is itemised below. This is collected automatically from your account, so there's nothing extra to pay and everything happens automatically.

### Fund Management Charge:

which varies according to your investment choices. The below illustration assumes you are invested in Cushon Core, our Default Investment Strategy.



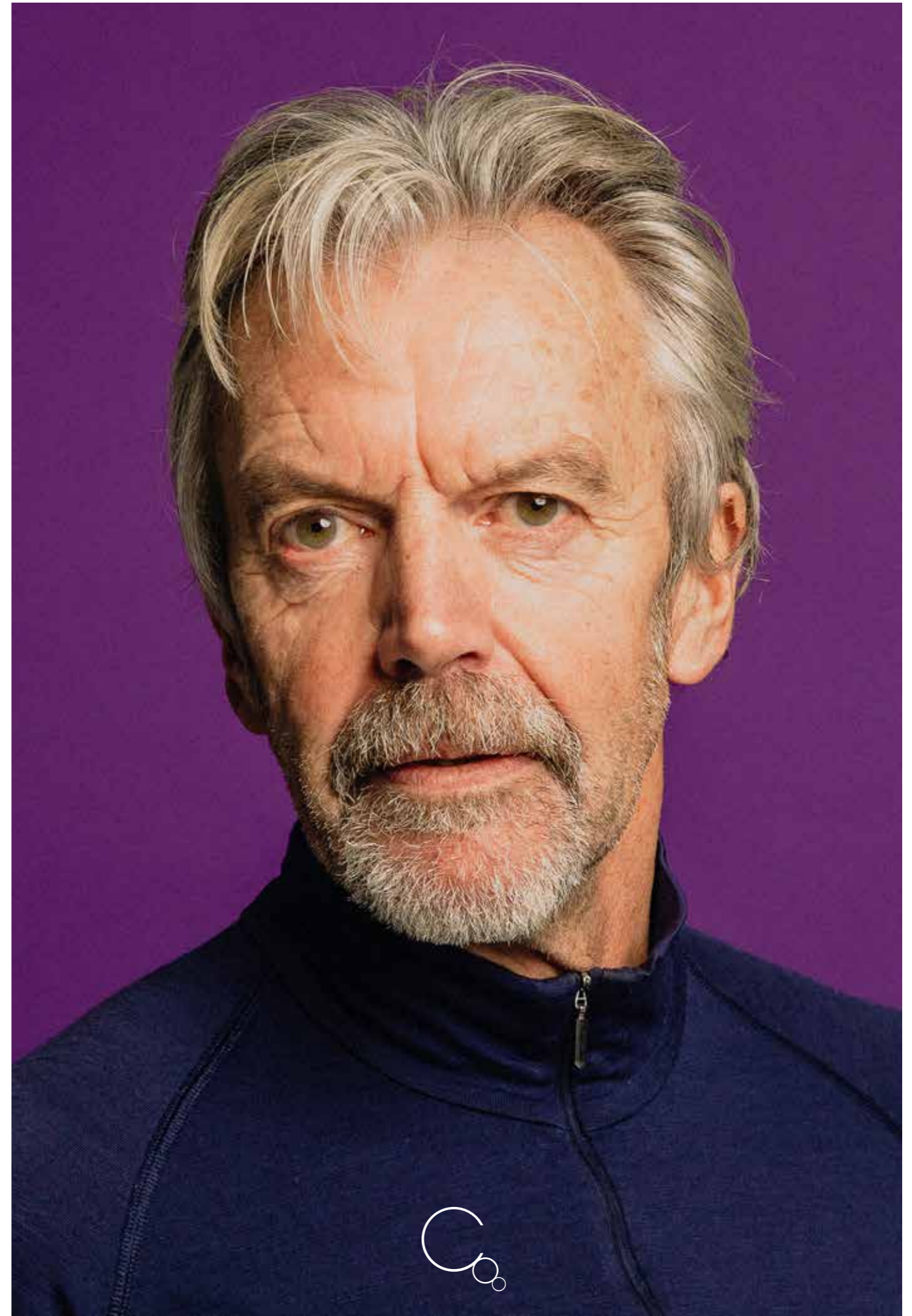
**Membership Fee:** which varies according to whether you are paying in regularly, or whether you have stopped paying in.

If you have selected your own investments, your Fund Management Charge may vary. These are provided in this guide

### How our regular fees are capped

The government imposes a maximum charge that workplace pension providers can levy for employees that are auto enrolled and leave investment decisions to their provider to manage. We aim to always provide you value for money, fairness and transparency. The following additional caps also apply to small savings accounts and contributions with us:

- For deferred members with savings of under £102, no monthly membership fee is charged
- For active members with savings of under £102, no monthly membership fee is charged



## Keeping up to date online

### How to manage your investments and get regular updates

The **Creative Pension Trust Member Portal** lets you manage and update many important aspects of your account, including:



#### Updating your contact information.

To keep us connected and ensure we can reach you, be sure to check your home address, telephone number and personal email address are up to date



#### Seeing your pension savings balance.

We provide daily updates on the value of your pension savings, which you can log in and view anytime



#### Nominating your beneficiaries.

Look after loved ones by telling us who you'd like to benefit from your savings if you die before taking them



#### Combining your old pensions.

Make it easier to manage your savings and get a better grasp of your future plans using our track, trace and transfer dashboard



#### Changing Investments.

If you want to change how we invest your money, you can easily make a new selection online



#### Telling us your planned retirement age.

Help us help you – if you don't want to retire at 65, you can let us know so we can take this into account with how we invest your savings and your statements



#### Generating a statement.

You don't need to wait for an annual statement – you can produce one instantly at any time



#### Creating a financial plan.

Understand if you're on track for the lifestyle you want in retirement and steps you can take to get there.

## Where to access the Creative Pension Trust Member Portal.

You can access the Creative Pension Trust Member Portal via our website, [www.creativepensiontrust.co.uk](http://www.creativepensiontrust.co.uk).

Whilst our website provides helpful information and updates about Creative Pension Trust and saving for your future, the **Creative Pension Trust Member Portal** provides you access to your own personal account.

## Getting your account set up

When you join us, we'll send you a username and a password separately to the email address we were provided. We'll do this after we've collected your first contribution, so it will depend on how often you are paid by your employer.

Keep your eyes peeled for your setup emails. If you don't think you've received them, check your junk mail first. If you can't find them or you've forgotten your username or password, you can reset them from the login page.

If you're still having problems, don't worry – just call us on **0151 448 5551** and we'll help get you up and running.

## Keeping up to date online continued

### Managing your investments online

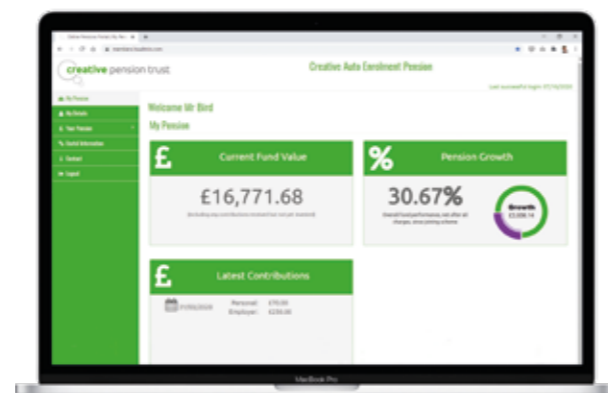


Once you've logged in to the **Creative Pension Trust Member Portal**, you'll see a helpful summary of how your pension is doing, including:

- **Today's value**
- **How much it's grown since you became a member**
- **Details of your most recent contributions**

If you want to check how your money is being invested or make a different investment choice, you can do so by heading to the **Manage Investment** page, which you can find under the **Your Pension** tab.

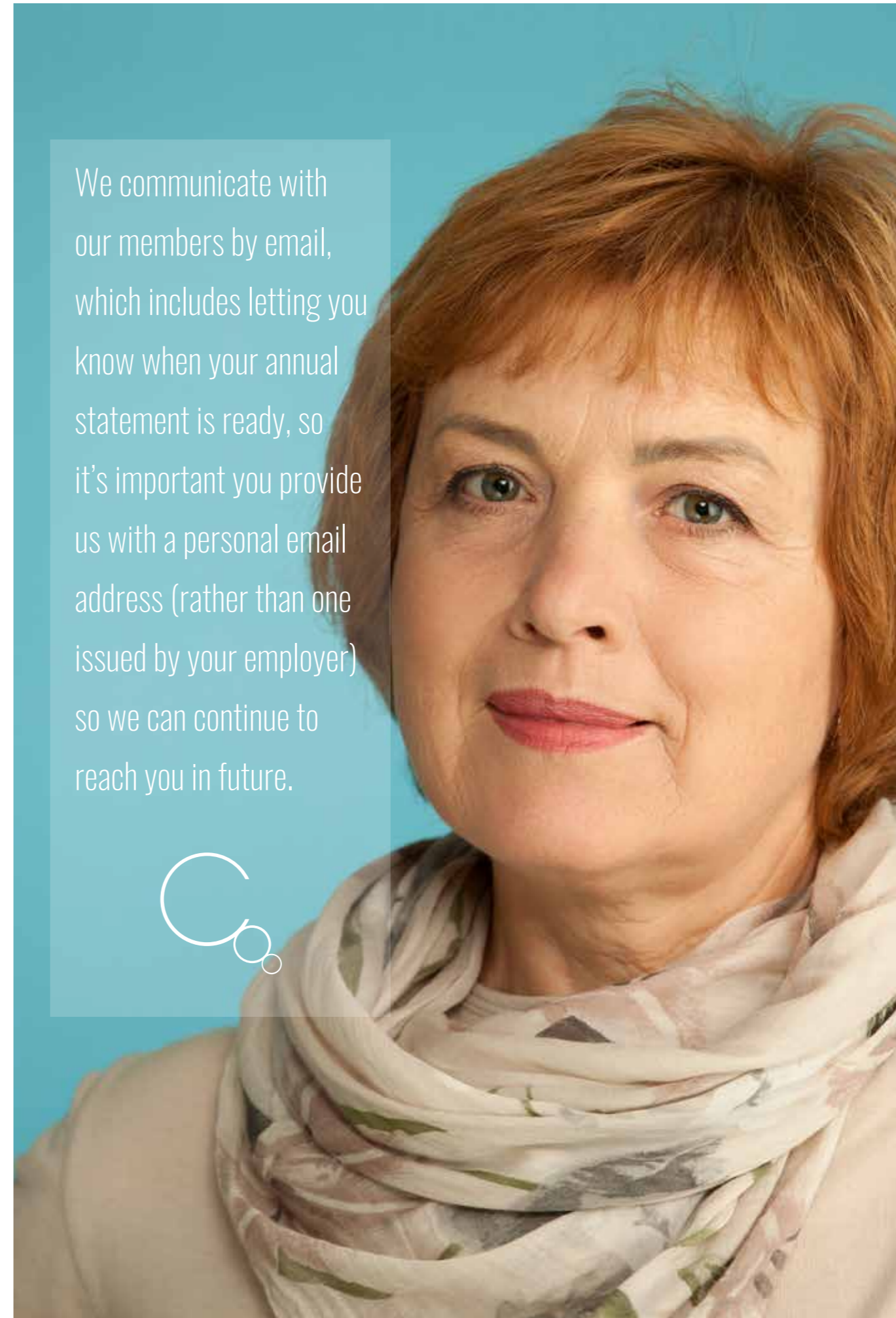
If we are managing your investments for you using our Default Investment Strategy, you'll see the option **'lifestyling'** has been selected, which means we will manage and change how your money is invested as you get older. Whilst you are there, you might also want to tell us when you think you are likely to retire using the **'Target Retirement Age'** slider.



If you see the **'freestyling'** option has been selected, this means you are making your own investment decisions and have therefore selected alternative investment funds. If you want to change your investments, simply change your setting to freestyling and you can select your chosen investment funds.

You can also find out about the performance of all the investment funds described in this guide by accessing their fund factsheets. A link to these can be found in the main menu and they are updated quarterly.

We communicate with our members by email, which includes letting you know when your annual statement is ready, so it's important you provide us with a personal email address (rather than one issued by your employer) so we can continue to reach you in future.





## Services and support available to you

**When you need to make a decision about your finances, it's important to know what your options are. The good news is that you have access to a great range of services and support to help you make an informed decision.**

As your pension provider, Creative Pension Trust cannot provide you with investment advice. The purpose of this guide is to help you make an informed decision about whether we manage your investments for you and to make you aware of your other choices. If you do need to speak to someone about investments and the key considerations about investing, you may find the following service helpful.

MoneyHelper, which launched in 2021, joins together three government-backed services into one simpler, easy to access guidance service. You can now access support previously available from the Money Advice Service, The Pensions Advisory Service, and Pension Wise through Money Helper.



**Best for: Understanding the different ways you can take your pension.** A service backed by the UK Government, providing information and resources to help savers learn and understand more about their pensions and retirement.

 [moneyhelper.org.uk](https://moneyhelper.org.uk)

 0800 011 3797

### Professional financial advice



**Best for: Finding a qualified, professional financial adviser.** A trusted online directory showing advisers in your area, their qualifications and areas of expertise.

 [unbiased.co.uk](https://unbiased.co.uk)



**Best for: Background-checking your financial adviser.** A Financial Services Register allows you to check an organisation and any regulated financial adviser for your security and peace of mind.

 [register.fca.org.uk](https://register.fca.org.uk)

The value of your investment may go down as well as up and you may not get back what you initially invested

# GET SCAMSMART

## Look after your money

Because pensions are the most efficient way to save for the long term, your pension savings may be one of the biggest financial assets you have. This could make you a target for scammers, so it is crucial you check who you are dealing with and know where to check if something doesn't seem right.



We want you to plan your retirement securely and with confidence. To find out more about identifying pension scams, visit the Financial Conduct Authority's dedicated ScamSmart website at [www.fca.org.uk/scamsmart](http://www.fca.org.uk/scamsmart) or contact us for help.



## Best practices to stay safe

### Reject unexpected offers:

Be wary of cold calls – they are completely illegal. If you receive phone calls out of the blue offering free pension reviews or limited time offers where you feel pressured to make a decision, they are highly likely to be scams. Only take advice from a professional financial adviser you have personally chosen.

### Know who you are dealing with:

When it comes to transferring large sums of money from your pension, always deal with a registered, professional financial adviser. The Financial Conduct Authority registers all firms and you should be able to find them on the official register at [www.register.fca.org.uk](http://www.register.fca.org.uk).

### Check any contact details you are given:

Some scammers 'clone' legitimate financial advisers' websites to pass themselves off as the real thing. If anything seems suspicious, always use the contact details provided on the FCA register, not the ones they give you.

### Don't be rushed or pressured:

When something sounds too good to be true, it probably is. Planning your retirement is one of the most important and potentially complex areas of financial planning, which is why so many people turn to a financial adviser to make the right decisions. There should never be a need to rush - financial firms are paid to get things right for you and ensure you feel comfortable and in control.

### Get impartial information:

Always take time to understand your options. Don't let someone tell you what to do with your money. You can find out more about pensions and what options exist in retirement through the impartial guidance service, MoneyHelper, which is backed by the UK government. For advice specific to your circumstances and recommendations as to what is best for you, consider taking professional financial advice. When choosing a financial adviser, be sure to check they are listed on the FCA register.

## Don't lose money on 'Pension Liberation' deals

The earliest you can take your pension benefits is from your 55th birthday, an age set by the government. Some organisations promise early access to pension savings, but the costs are high and the impacts on your future financial wellbeing are significant. So-called 'Pension Liberation' arrangements may not be illegal, but you should avoid them at all costs because they can cost you dearly.

You can expect:

- an immediate tax charge of 55% from HMRC (known as an 'unauthorised payment charge') on any pension savings you access by such arrangements because your pension should only be used to support your retirement
- a very high arrangement fee from the organisation, commonly 30% of any pension savings you access

**'Pension Liberation' arrangements can result in you losing over 85% of your life savings.**

**Don't risk giving away your hard-earned nest egg.**

# Contacting us

If you want to reach us about anything in this guide, or if you have other questions we've not yet answered, a member of our team will be glad to help you.



Stephenson House, 2 Cherry Orchard Road, Croydon, Surrey, CR0 6BA

0345 606 0424    [creativepensiontrust.co.uk](http://creativepensiontrust.co.uk)

Creative Pension Trust is an occupational pension scheme governed by a group of Independent Trustees including PAN Trustees UK LLP (Company No. OC333840) of The Annex, Oathall House, Oathall Road, Haywards Heath, West Sussex, England RH16 3EN and BESTrustees Limited (Company No. 02671775) of Aquis House, 49-51 Blagrove Street, Reading, Berkshire RG1 1PL. The scheme is sponsored by Creative Auto Enrolment Limited (Company No. 8554978), trading as Creative. Registered office: Stephenson House, 2 Cherry Orchard Road, Croydon, Surrey, CR0 6BA.

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