Smart Retire

Members' Guide

Your guide to understanding how your Smart Retire account works

September 2025

If you'd like a copy of this or any item of our literature in larger print, braille or audio format, please contact us at smrt.pe/member-contact.

Welcome to Smart Retire

Smart Retire is an easy, flexible way to plan your finances and manage your money in retirement. This is also known as a flexi-access drawdown facility.

In this members' guide you'll find details on how Smart Retire works, including how your money is invested, charges and answers to common questions.

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Welcome to Smart Retire

About Smart Pension

Smart's mission is to transform retirement, savings and financial wellbeing around the world with our innovative digital products.

Our investors include J.P. Morgan, Legal & General, Link Group, Barclays, Natixis Investment Manager and Chrysalis Investments, six of the world's biggest financial services companies.

We're one of the largest workplace pension providers in the UK, operating a master trust scheme for hundreds of thousands of members.



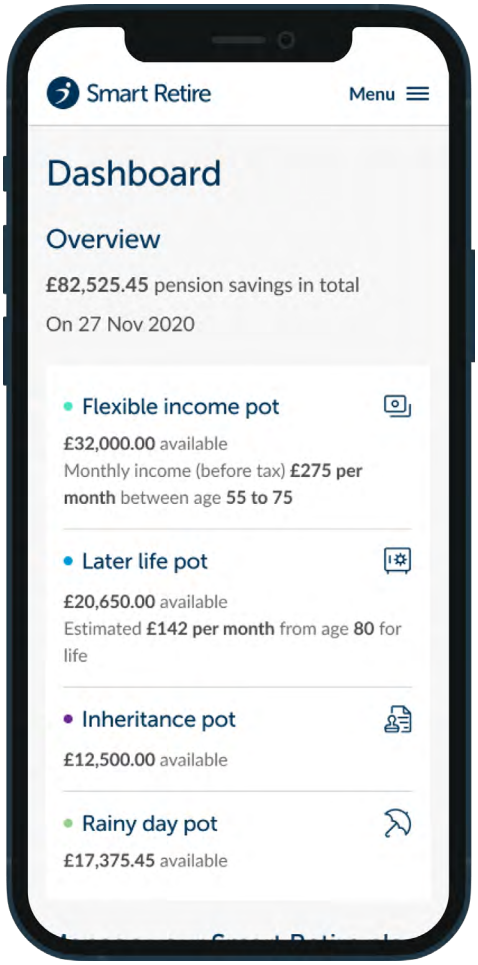
We have been recognised by industry experts and have won a number of accolades, including:

- Best Investment Strategy at the Pensions Age Awards (2023)
- Pensions Technology Firm of the Year at the Pensions Age Awards (2022)
- Multi-Employer DC Provider of the Year at the Pensions and Investment Provider Awards (2022)

The aims of Smart Retire

Smart Retire aims to:

- help you manage and use your pension savings to provide or supplement your income when you have retired
- allow you to take a flexible income and occasional lump sums when required
- invest your money in appropriate funds to meet your retirement goals



Figures are for illustrative purposes only.

Your commitment

Smart Retire is available to you as a member of the Smart Master Trust.

- Once you have decided to start taking your retirement funds, go onto the member app and select **Retirement options**.
- After considering the explanation of your retirement options, select **Smart Retire** if you wish claim any tax-free cash and/or set up an income.
- Decide how much of your a tax-free lump sum you wish to claim from your pension savings.
- When you take some or all of your tax-free lump sum any remaining funds will be automatically invested in a flexible income pot.
- If you decide to not take all your tax-free cash at once, some of your money will remain in your pension savings pot, where you can continue to contribute or transfer money in from elsewhere.
- Once your flexible income pot is set up, tell us the amount of regular income you want to start taking, this is taxable and you can take any amount (including nil).
- After considering the explanation of your Smart Retire income options, you can allocate your pension savings to one or more of the three investment options available in Smart Retire.
- We suggest you regularly review your account to compare our projections of a sustainable income with the income you are taking.
- Ensure you have access to the internet as opening and accessing Smart Retire can only be done online. Please contact us to make alternative arrangements if you still wish to claim tax-free cash and/or set up an income.

Getting started with Smart Retire

Retire your way

Everyone's financial needs will be different in retirement. And those needs can change as you move through your retirement journey. That's why we've created Smart Retire.

Smart Retire lets you blend different options to provide flexibility throughout retirement.

Blend your options

Smart Retire is an easy low-cost way to combine different options to provide an income in retirement.



Take a flexible income

Ease into retirement by taking a flexible monthly income that you can adjust to meet your personal income needs.



Get a guaranteed income later in retirement

Keep some money invested to grow for later in retirement. For example, to buy an annuity that provides a guaranteed income for life.



Withdraw money when you need it

Withdraw cash lump sums whenever you need to pay for planned expenses, like home improvements or a holiday.



Leave money to your loved ones

Hold some money back to leave as an inheritance to people or organisations you care about when you die.

Splitting money into four pots

Smart Retire works in a way that's similar to how you might already organise your finances to manage your money.

When you first join Smart Retire you choose how to split your pension savings between four pots. Each pot allows you to manage your money in a different way, with the investment risk profile being different for each pot. For example, you can use the flexible income pot to pay for day-to-day expenses, while setting aside some savings to grow in the later life pot.

Everyone is different so how much you put into each pot is up to you. If you don't want to use a pot at all, that's fine – you can leave it empty. And if you change your mind later, it's easy to move money between pots.

Your income pots



Flexible income pot

Use this pot to take a monthly income in the early years of your retirement. We'll show you how much you could take each month to help you plan your retirement.

You can set up a set monthly income and we will tell you what age this is likely to pay you until, or you can tell us what age you'd like income payments to last until.



Later life pot

Leave money invested to buy a guaranteed income from an annuity provider later in retirement. Buying an annuity later means you might get a better rate.

Your savings pots



Inheritance pot

Put some money aside to leave aside to loved ones or an organisation that's important to you. We'll leave your money invested in a long-term fund.



Rainy day pot

Dip into this pot when you need to. You can withdraw money from this pot whenever you want and it will be in your bank account within eight working days.



Taking a tax-free lump sum

When you first join Smart Retire, we'll ask if you want to take 25% of your total pension pot as a one-off tax-free lump sum.

The total amount of tax-free sums that you can receive during your lifetime across all of your pension savings is limited to £268,275 as at 6 April 2025 - this is called a lump sum allowance (LSA). This limit applies unless you have a protected right to a higher lump sum allowance or transitional rules apply. Any excess amount that is paid over the LSA is subject to income tax at your marginal rate.

If you don't take a tax-free lump sum when you join Smart Retire, you will not be able to take one later and all future withdrawals will be subject to income tax.

If you do take the 25% one-off lump sum, we'll pay this to your nominated bank account when you join Smart Retire.

To be clear, the only options are for you to take no tax-free cash lump sum or 25% as a tax-free lump sum. Smart Retire currently does not have the option of choosing a different amount as a tax-free cash. (This restriction also applies to any members who may have the right to take more than 25% as a tax free cash lump sum.) If you do not take the 25% tax-free lump sum, the money will need to be allocated to the four pots and will be subject to tax at your marginal rate if withdrawn as a flexible payment of rainy day lump sum.

A closer look at the four pots



Flexible income pot

What is this pot used for?

You can use this pot to take a monthly income at the start of your retirement. You can stop, start or change how much income you take whenever you need to.

Helping make your flexible income last

With Smart Retire, we'll estimate a monthly income to last you until later life.

Every time you log into Smart Retire you'll see an updated estimate. So if it looks like your income might run out a little early you could take a lower income for a little while. Or you could move money into the flexible income pot from one of your other pots.

We'll also send you an annual statement with an up-to-date estimate of how long your income could last for.

Receiving income payments

Regular income payments will be paid into your bank account on the 25th of each month.

Your income is taxed so we'll deduct any tax due before it's paid into your bank account. You can learn more about tax in the tax section.

How we estimate your income

To work out the income you can receive from your flexible income and later life pots, we look at:

- your age
- how much is in your flexible income pot
- how your money is invested
- your chosen later life age

Using expert analysis, we then use this information to estimate an income that will probably last until your selected later life age.

You can see an up-to-date estimate whenever you like by logging into Smart Retire.



How money in this pot is invested

Any money you put in this pot will be invested in the Smart Income Fund.

The fund invests in a diversified range of assets, such as company shares and bonds, to reduce potential losses so you can take a reliable income.

The value of this fund can go down as well as up so it is not suitable for short term savings.

Visit the **Flexible income pot page**.

Later life pot



What is this pot used for?

You can use this pot to provide you with an income in later life, at an age you decide. For example, you could use it to buy an income for the rest of your life, also known as an annuity.

You don't have to use the money in your later life pot to buy an annuity – there are other options available. For example, you could continue to take flexible withdrawals.

Helping you plan for later in life

Smart Retire lets you see how much you might get if you bought an annuity at your chosen age. Every time you log in we'll show you how much income you might get from your later life pot if you bought an annuity at this age.

This can help you work out how much to set aside for your later years.

How we estimate your annuity income

When working out the income you could get from an annuity, we look at things like how much your later life pot might be worth at your chosen age, and typical life expectancy. We assume the annuity will be:

- payable only to you
- payable for life with no minimum period
- paying you the same amount every month

You will be able to choose another form of annuity if you prefer but this may reduce the starting amount of income.

A lot could change between now and when you use your later life pot and you might get more or less than the amount we estimate.

How is money in this pot invested?

Any money you put in this pot will be invested in the Smart Annuity Fund.

This is a medium to long-term growth fund that aims to grow your money before you reach the later years of your retirement. The fund invests in bonds which generally offer a steady rate of return over a fixed period of time but may go down as well as up.

This fund is not suitable for short-term savings.

Visit the **Later life pot page**.



Inheritance pot

What is this pot used for?

If you want to set some money aside to leave as an inheritance for your loved ones or an organisation you care about you can save it in this pot. We'll try to grow your money for you so you can leave a lump sum behind for your loved ones.

Don't worry if you change your mind later – you can always move money out of this pot if you need it.

How money in this pot is invested

Any money you put in this pot will be invested in the Smart Sustainable Growth Fund.

This is a long-term fund that aims to grow the value of your inheritance savings by investing in a diversified range of asset classes, excluding physical property. The value of this fund can go down as well as up so it is not suitable for short term savings.

Visit the **Inheritance pot page**.



Rainy day pot

What is this pot used for?

You can use this pot to take lump withdrawals from your account. It might be useful to keep some money in this pot for one-off expenses. If you need cash immediately a savings account is likely to be more appropriate.

If there is insufficient money to withdraw the amount you need you may take money from your other pots to top up this pot up, but that will reduce the value of the pots you use.

Withdrawing money from this pot

You can withdraw money from this pot whenever you need to.

Any withdrawals will be taxed as income and could push you into a higher tax band. Learn more at **www.gov.uk/tax-on-pension**.

How money in this pot is invested

Any money you put in this pot will be invested in the Smart Cash Fund.

This fund invests in low risk assets to protect your money from fluctuations in the stock market. It is not suitable for long-term savings as the purchasing power of the money may be eroded by inflation.

Visit the **Rainy day pot page**.

Selecting an income

Smart Retire will give you an indication of an amount of income that is likely to last until your later life age but you can opt to draw an income of any amount, subject to there being money in your flexible income pot.



Selecting a higher income

If you select a higher amount of income than we suggest we will estimate the age the pot is likely to run out. You then have the following options.

Accept the pot is likely to run out before your later life age

This means you might have a period when Smart Retire will not be paying an income before you access your later life pot.

Add money into the flexible income pot

You could move money out of one or more of your other pots to increase the sustainable income in the flexible income pot. This means you will have less money in the other pots.

Reduce your later life age

You could reduce the age you plan to take an income from your later life pot so that it starts at the age our flexible income pot is likely to run out. This will reduce the amount of lifetime income you are likely to receive from the later life pot as it will be payable for longer.

Selecting a lower income

If you select a lower amount of income than we suggest, or pause your income, you are likely to have some money remaining in your flexible income pot when your later life pot is due to start paying an income. We will provide you with a projection of how much might be left over. You then have the following options.

Accept the pot is likely to produce a surplus by your later life age

This means you might have additional money for a later life income.

Move money out of the flexible income pot

You could move money to increase one or more of your other pots to increase the value of pots selected.

Increase your later life age

You could increase the age you plan to take an income from your later life pot so that the flexible income pot will be paid for longer. This will increase the amount of lifetime income you are likely to receive from the later life pot as it won't be paid for as long.

You do not need to make a decision right away. You can monitor your account and make adjustments to your income or pots at any time.

Costs and charges

We're committed to being transparent when it comes to fees and charges. We don't charge you anything to join and there are no withdrawal fees.

How we charge

There will be an annual fund management charge which depends on the pots selected.

You can find more information about the investment options available as well as the charges you pay, by signing into your Smart Retire account and clicking **Investment funds**.

If you're signing up to Smart Retire for the first time, you will be able to see the funds and charges available to you when you register.

What's included

We're committed to treating our customers fairly. That means there are no extra fees for managing your account.

Our fees include:

- claiming your tax-free cash and setting up an income
    - PAYE and payslips (including P60 and/or P45)
- managing your investments
- withdrawing money
- transferring money between pots
- arranging death benefits, if needed

Risks and important things to consider

- Smart Retire may not be suitable for your own personal circumstances. The decision to access pension savings is an important one so make sure you carry out your own research before making a decision. If you are unsure if Smart Retire is right for you, we recommend speaking to Pension Wise, the government's impartial guidance service, on 0800 138 3944.
- You will need to take an active role when managing your money and make your own decisions.
- Your money will remain invested and any investment may go down as well as up. You may get back less money than you put in.
- If a withdrawal coincides with a downturn in the value of your investments you may find it harder to recover the loss sustained.
- You will need to take some or all of your tax-free lump sum before setting up an income from the remaining funds and the amount of tax-free cash taken will be assessed against the lump sum allowance (LSA). Please note, the total amount of tax-free sums that you can receive during your lifetime across all of your pension savings is limited to the LSA which is £268,275 as at 6 April 2025. This limit applies unless you have a protected right to a higher lump sum allowance or transitional rules apply. Any excess amount that is paid over the LSA is subject to income tax at your marginal rate.
- If you are entitled to a higher amount of tax-free cash or have protected tax free cash you can still claim this under Smart Retire, however we are only accepting offline applications at this time.
- Smart Retire does not take into account reduced life expectancy and income available is not guaranteed.
- You need to be 55 or older to claim your tax-free cash or an income.
- Each pot has been carefully designed for for you to use at retirement.
- If you want to carry on contributing to a pension scheme after taking an income, you will be restricted to a limit of £10,000 a year for future tax relieved pension contributions (2025/26 tax year). This is not applicable to defined benefit pension schemes or if you only take your tax-free cash entitlement.
- If you require full control over your investment options, including access to specialist ethical and Shariah options, then Smart Retire may not be appropriate for you.

Smart Pension does not provide financial advice. If you need financial advice, you can find a regulated financial adviser on **www.moneyhelper.org.uk/en**.

You need to be comfortable with the investment risk you are prepared to take.

You can find more information about understanding your appetite to risk on the **MoneyHelper website**.

Access Smart Retire

Before you access your tax-free cash or set up an income you should consider setting up an appointment with PensionWise, we will ask if you have had an appointment as part of the online claim request.

Once you have made your decision you will need to complete an online application. This includes:

- Answering a few questions to help you check you're making the right decision – this will take around 20 minutes.
- Checking your identity, to do this we have partnered with Shufti Pro, identification checks will take you out of the online application and may need to give you a call and ask you to send us some documents – this usually takes around 10 minutes.
- Confirming the amount of tax-free cash required and income, along with your bank details. The application will provide you with an estimate of take home income which will be updated once HMRC provides us with a tax code.
- You will be able to log in and out of the application, which will save your progress at each stage.
- Our telephone team is also in place to help guide you through the online process.

When you are ready, all you need to do is to complete our online form. We'll also ask a few questions to help you decide if Smart Retire is for you and ask you to verify that your application will not exceed the SLA.

Access Smart Retire.

What else do I need to know?

Eligibility

How old do I have to be to be eligible for Smart Retire?

You have to be 55 years old or above to join Smart Retire.

Who is eligible for Smart Retire?

You need to be a member of the Smart Pension Master Trust to join Smart Retire.

How much do I need in my Smart Pension account?

There is no lower or upper limit to claim your tax-free cash or income, it's open to all members of Smart Pension.

What if I have other accounts with Smart Pension or pensions with other providers?

If you have several pensions you can consolidate these at any time before or after taking tax-free cash. All you need to do is tell us which ones you want to transfer and we'll do the rest.

We do not currently accept funds from pensions where you have already taken tax-free cash or started to receive an income from. If you have any questions, our friendly staff are here to help.

How long does it take to open a Smart Retire account?

The online application is quick and easy to complete and there is no requirement to transfer into a separate product to start getting your tax-free cash, this usually takes around ten working days or less to be paid into your account.

Tax

How is my income tax calculated?

Income tax is calculated through the Pay As You Earn (PAYE) system. HMRC will notify us of your tax code which allows us to work out your personal tax allowance. We apply the rate of tax applicable to your income and personal allowance. Find out more about **income tax on GOV.UK**.



What happens if I have paid too much tax?

We may sometimes be required to deduct more tax than due. This could happen when we make the first payment of regular income or if we pay you a lump sum. If you are receiving a regular income you should see the overpayment reversed with your next payment. If this does not happen you can contact HMRC for a refund. Find out how to **claim back a flexibly accessed pension overpayment on GOV.UK**.

How do you notify me of tax deducted from my payments?

We will arrange for you to receive a payslip with each payment we make (but not the tax free lump sum). It will show the amount of gross payment taken from your account and the tax deducted.

We will send you a P60 form shortly after the end of the tax year and we will send you a P45 form if you close your account.



What tax do my beneficiaries pay on my pension after I die?

If you die before your 75th birthday, any payments from your account to your beneficiaries are normally paid free of income tax. If you die on or after your 75th birthday the recipient(s) of payment from your account will be charged income tax at the rate applicable to their level of earnings. Find out about **tax on a private pension you inherit on GOV.UK**.

Your beneficiaries may also need to pay tax if the value of the claim (total fund value when we were notified) exceeds the Lump Sum and Death Benefit allowance (LSDBA) that was introduced in April 2024. The current LSBDA is £1,073,100.

Will my account be subject to inheritance tax when I die?

The proceeds of your account will not normally be subject to inheritance tax. This is because Smart Retire is written under a pension trust and the money in your account does not form part of your estate. However, we expect new rules to come into force in 2027 that will include the value of pension lump sums as part of inheritance for tax purposes.

Find out about **inheritance tax on GOV.UK**.

HMRC allowances

What are the lump sum allowance and the lump sum and death benefit allowance?

The lump sum allowance

The lump sum allowance is limited to £268,275. It's the total amount of tax-free sums that you can receive during your lifetime, across all of your pension savings. It applies to you, unless you have a protected right to a higher lump sum allowance or transitional rules apply.

This means you will need to confirm to us that the total value of the tax-free lump sums you have already taken plus the tax-free lump sum you want to take, is less than the lump sum allowance of £268,275 as part of your application, under **Pension history**.

The lump sum and death benefit allowance (LSDBA)

The LSDBA is currently £1,073,100 and is only relevant when paying out a serious ill health claim to you or when paying a death claim payment to your chosen beneficiaries. For a serious ill health claim you will need to confirm to us that the total value of the tax-free lump sums you have already taken, plus the full value of your claim does not exceed the LSDBA.

For death claim payments we will confirm any tax-free cash paid in your lifetime to your chosen beneficiaries to ensure they are aware of any further tax that might be payable, should their claim exceed the LSDBA.

What if I'm close to, or over the allowances?

If you think you may be over the lump sum allowance limit or the lump sum and death benefit allowance, or close to it, you should understand that you may be liable for a tax charge and should seek financial advice.

You can **find a retirement adviser on the MoneyHelper website** if you don't already have an adviser.

What is the Annual Allowance?

Tax relief is available on contributions paid into a pension when under age 75, the amount of relief available is based on your earnings and the Annual Allowance, whichever is the lowest. The Annual Allowance limits the amount that can be contributed to your pension each year, while still receiving tax relief. It's based on your earnings for the year and is capped at £60,000* although unused allowance can be brought forward from up to two previous years as long as you have earnings in the current year to support this amount.

For higher tax payers, every £2 of income above £260,000 per annum will reduce the Annual Allowance by £1. The maximum reduction will be £50,000 meaning that anyone earning over £360,000 will have their Annual Allowance capped at £10,000.*

What happens if I exceed the Annual Allowance?

If your contributions exceed the Annual Allowance you will be required to pay a charge to reverse the tax relief you received when paying the contribution.

Find out more about the **Annual Allowance on MoneyHelper**.

What is the Money Purchase Annual Allowance (MPAA)?

If you start taking a taxable income from a pension scheme the amount you can continue to contribute to a pension scheme and receive tax relief is reduced to £10,000* a year. This is known as the Money Purchase Annual Allowance (MPAA). The MPAA does not apply if you only take tax-free cash withdrawals.

If you exceed this allowance, you will be required to pay a charge to reverse the tax relief you received when paying the contribution. Unused allowance from previous year cannot be used to increase the MPAA.

Claiming any taxable withdrawal through Smart Retire means the MPAA applies.

Find out more at **MoneyHelper Annual Allowance information**.

* 2025/2026

Withdrawals

How do I change my regular income?

Sign in to your account and select **flexible income pot**.

Click on **Change income** and select the amount of monthly income you want. We will show you how long we expect the selected income to last. Alternatively you can select an age you wish your income to last until and we will suggest an appropriate level of income for you.



What happens if I want to stop or start receiving an income?

To stop receiving an income, log on to your account and select your **Flexible income pot**. Click on **Change income** and select add an end date.

We'll stop your regular income payments. We will show you how much we think might be in this pot at your later life age if you don't take any more payments.

To start or restart income payment, sign in to your account and select your **Flexible income pot**. Click on **Change income**, select the monthly amount you require and we will start making regular payments. We will show you how long we expect the selected income to last.

When will my income be changed?

We will change the income at your next payment if you submit a change instruction by the end of the month before the payment is due. Otherwise, the change will come into effect from the following monthly payment.

How do I make a lump sum withdrawal?

If you request a tax-free lump sum when joining Smart Retire, we will pay this to your nominated bank account before opening your account.

For other lump sum withdrawals, sign in to your account and select your **rainy day pot**. Click on **make payment** and select the amount you want to claim.

Remember, after you've taken your tax-free lump sum any further withdrawals will be taxed at your marginal rate. If required you can take some money from another pot and top up your Rainy Day pot but that will reduce the value of the other pot.

How will income tax be calculated on the lump sum?

Lump sum payments over and above your tax free cash will be assessed as income for tax purposes. This means income tax is calculated through Pay As You Earn on the assumption that the lump sum will be your monthly income until the end of the tax year.

This could result in you paying more tax than is due. If you also receive a regular monthly income, the overpayment of tax will be recovered when we pay your next regular income payment. Otherwise, you can reclaim an overpayment by contacting HMRC.

You should also be aware that claiming a lump sum could result in your earnings for the current tax year putting you into a higher rate tax band. You might want to consider spreading your withdrawals over different tax years.

Transfers and annuities

How much will my transfer value be?

The transfer value will be the combined value of all your pots at the time it is paid. There is no penalty or charge for transferring out.

Where can I transfer my funds to?

You can transfer to another pension scheme registered in the UK that has personal pensions and pension drawdown plans. Check with your provider to see if they will accept crystalised funds. If they do, you may have to transfer it to a new account rather than an existing account.

If you are considering transferring your account we recommend speaking to Pension Wise, the government's impartial guidance service.

How do I transfer my Smart Retire account?

Once you have selected a scheme to receive your transfer you should apply for membership of that scheme. The new scheme administrators will contact Smart Retire to obtain payment.

What is an annuity?

An annuity is a policy issued by a life assurance company where the company guarantees to pay an income for life in return for receiving your pension pot. In effect, if you live a long time you could receive more back than your pot was worth but if you die early you will have received less than the value of your pot.

How do I arrange the purchase of an annuity?

You can buy an annuity with the value of your Smart Retire account at any time. You should shop around to find the company that offers the biggest income, and give careful consideration to the type of annuity that suits your needs.

We recommend you speak to a regulated financial advisor when deciding what to do with your pension savings. You can use the **MoneyHelper's directory of financial advisers**.

Beware of scams

We recommend you exercise extreme caution if you are asked to transfer your pension savings.

Watch out for text messages, letters, emails or phone calls offering to help you with your pension savings. You might be put under pressure to make a quick decision or to take a cash inducement. If you do transfer to a fraudulent account, you could lose all your pension savings.

Visit **The Pensions Regulator to find out more about scams**.

If you suspect a scam, report it to the Financial Conduct Authority's consumer helpline on 0800 111 6768 or Action Fraud on 0300 123 2040.

You can also contact MoneyHelper, who will be able to provide guidance, on 0800 011 3797 or at the **MoneyHelper website**.

Death and illness

What happens to my account when I die?

If there is money remaining in any of your pots when you die, all scheduled payments will be cancelled and the funds sold. The proceeds will be held on behalf of your account as cash in the trustees' bank account. No further instruction will be accepted from any party to make withdrawal or switch money between pots.

If you set up your Smart Retire account on or after 6 April 2024, and then subsequently death benefits are to be paid from your Smart Retire account, HMRC will treat this as what is called a 'relevant benefit crystallisation event', which means that the value of the death benefit paid will need to be tested against the lump sum and death benefits allowance. Your beneficiaries may need to pay tax if the value of the death benefits exceeds the lump sum and death benefits allowance.

The balance of all money in your account will be paid to your beneficiaries at the trustees discretion.

Who will receive the money in my account when I die?

The trustees will take your wishes into account when deciding who receives your savings when you die, however it is at their discretion who receives the money. You should let the trustees' know your wishes by completing an "Your beneficiaries" section in the application form and keeping it up to date in your on-line account if your circumstances change.

MoneyHelper has information about **what happens to your pension when you die and the tax implications for beneficiaries**.

What happens to my account if I become ill?

If you become ill, there will be no automatic change to your account but you may want to rethink the way you have your pots arranged. Depending on the circumstances, you may need to seek guidance to help you decide what if any, actions you should take. If you have concerns about what will happen if your decision making ability becomes impaired as a result of illness, you may want to think about what options are available for you to make someone else responsible for your finances.



Contributions

Can I still pay into my Smart Pension account after I join Smart Retire?

If your current employer is eligible you may carry on contributing to Smart Pension or restart contributions at a later date. The amount you can contribute may be restricted if you have taken any withdrawals from Smart Retire other than the tax-free lump sum.

It is not possible to add to your Smart Retire account after it has started.

Can I transfer into Smart Retire from another pension scheme?

You can transfer benefits in another pension scheme into the Smart Pension Master Trust before you join Smart Retire but it is not possible to transfer in after you have set up a Smart Retire account.

Data protection

We may use the personal information that you or your employer have provided us with for the purposes of:

- Dealing with your enquiries and requests for products and services from us
- Administering your arrangement including processing any claims
- Carrying out market research, statistical analysis and customer profiling

We may share your information with commercial partners for the same reasons.

You should also be aware that given the global nature of Smart's business, it may be necessary to transfer your information to countries outside the European Economic Area to administer your arrangement.

For full details of the Smart Pension privacy policy please visit **www.smart.co/footer/privacy-policy**.

Complaints

We take complaints seriously.

If you do have a complaint, you can get in touch with us by contacting us on **smrt.pe/member-contact** or calling 0333 666 2323. Once we have received your complaint, we will send you an acknowledgement within five working days and a response within four to eight weeks.

We hope we will be able to resolve any problems that you may have. However, if you feel we have not resolved a problem to your satisfaction, we operate a formal Internal Dispute Resolution Procedure (IDRP).

You can escalate your complaint by emailing **idrp@smartpension.co.uk** or writing to:

The trustees of the Smart Pension Master Trust, Smart Governance Limited, 136 George Street, London, W1H 5LD

Can I contact The Pensions Ombudsman about my complaint?

You have the right to refer your complaint to The Pensions Ombudsman free of charge. The Pensions Ombudsman deals with complaints and disputes that concern the administration and/or management of occupational and personal pension schemes.

You can submit a complaint form online **here**.

Alternatively, you can contact them by:

Telephone: 0800 917 4487

Email: **enquiries@pensionsombudsman.org.uk**

Post: 10 South Colonnade, Canary Wharf, E14 4PU

I'm still not sure what to do

If you have general requests for information or guidance about your pension arrangements, contact MoneyHelper.

Telephone: 0800 011 3797

Website: **www.moneyhelper.org.uk/en**

Post: 120 Holborn, London, EC1N 2TD

Legal stuff

The aim of this Member Booklet is to give general information about Smart Retire, a feature of the Smart Pension Master Trust. It does not give personal advice. If you need personal advice then you should speak to a regulated financial adviser. Remember that the value of investments is not guaranteed and will go down as well as up and may fall below the original investment amount. You should not see past performance as an indication of future performance.

The Smart Pension Master Trust is authorised and supervised by the Pensions Regulator.

Smart Pension Limited does not provide financial advice and is not regulated by the Financial Conduct Authority (FCA).

Smart Retire is a flexi-access drawdown facility operated as a feature of the Smart Pension Master Trust, a pension scheme registered with HMRC under the Finance Act 2004. Smart Retire is a brand name given to the online operating platform.

The Smart Pension Master Trust is governed by a document known as the trust deed and rules. In the event of any differences between the trust deed and rules and this guide, the trust deed and rules will apply. Where links are given to external websites in this guide, neither Smart Pension Limited nor the Trustee of the Smart Pension Master Trust are responsible for the content of those websites.

Terms and conditions which apply to and govern your use of the Smart Pension website www.smartpension.co.uk and all products, tools, software, and services that you access through it, can be found on the website.

Contact us

You can contact us by telephone or email us at contactus@smartretire.uk.

Smart Retire

Smart Governance Limited
136 George Street, London, W1H 5LD

Website www.smartpension.co.uk

Telephone 0333 666 2323

Company registration number 12295061