

April 2026

Smart Pension member guide



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.

This member guide is designed to help you understand how your Smart Pension account works and to provide you with relevant information, so you can make important decisions with confidence.



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Your pension savings journey



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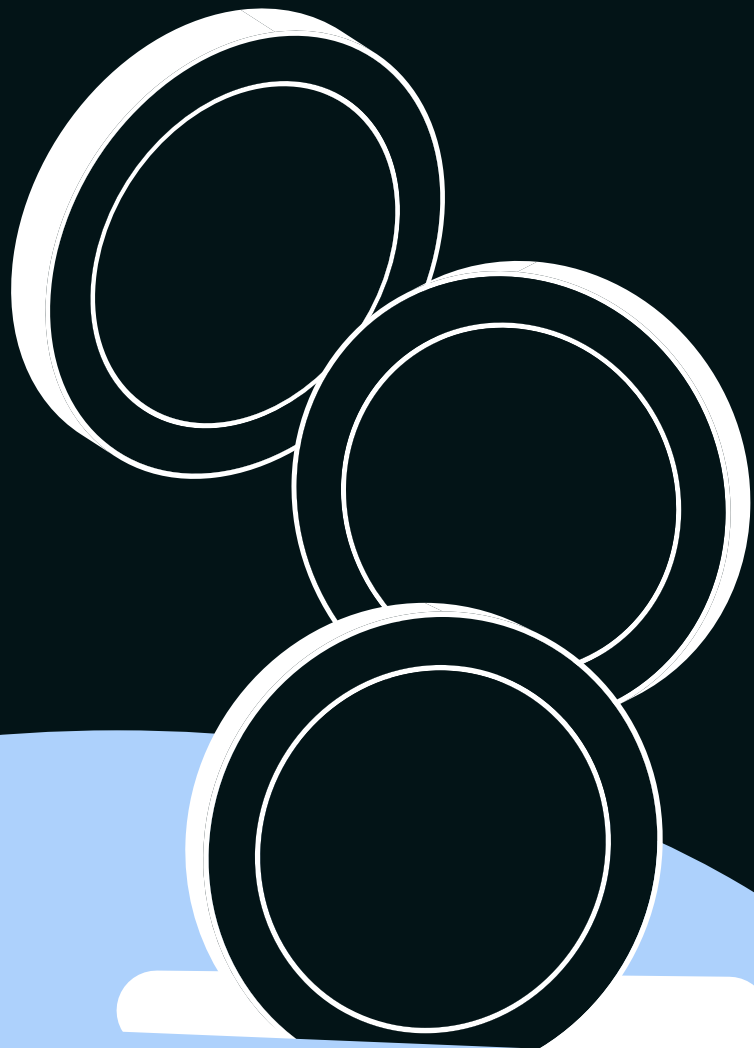
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Introduction



Your pension savings journey

To help you find the information that is relevant to you, we've split this guide into four phases. These run from joining your pension scheme through to taking your pensions savings.

1 Starting your journey

You have been automatically enrolled or have just joined us.

2 Building your pension savings

You have been saving for a while and want to know more about your account.

3 Approaching retirement

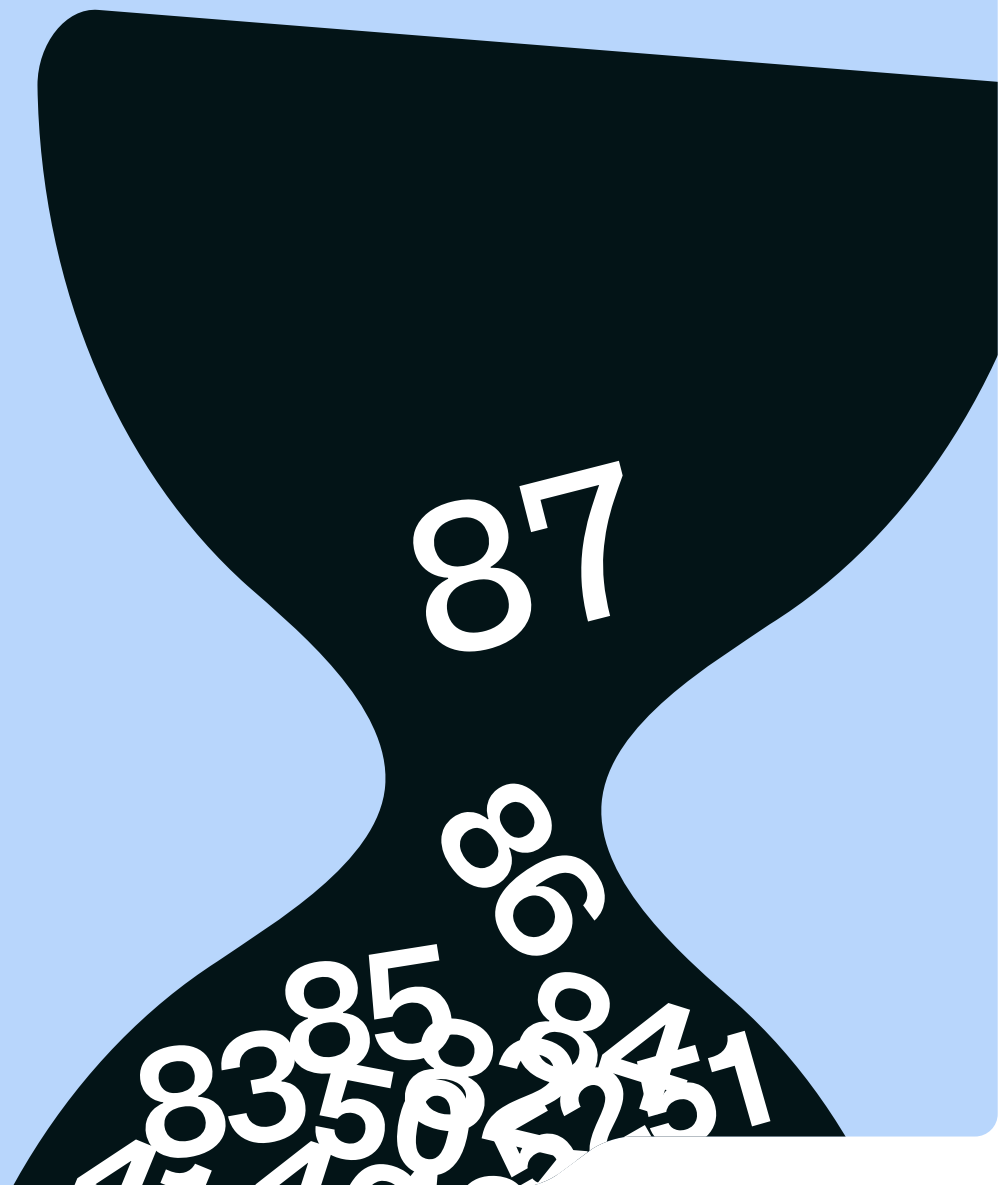
You are 15 years or less to your retirement, but want to explore your options.

4 Taking your pension savings

You are about to retire but you need to decide what option to take.

Starting your journey

- Where do you see yourself when you retire?
- Where does your money go?
- How much tax relief can you get?



Why should I save?

What is your retirement dream?

Whether you see yourself going on more holidays or spending more time with your family, we all need to be mindful of how we can reach these goals.

The savings reality

As a population, we are generally living longer, but we are saving less. As such, millions of people aren't putting aside enough money to enjoy life when they stop work, so the government wants to encourage people to save. Like many thousands of employers, yours may have chosen Smart Pension to run its pension savings arrangement. You have your own Smart Pension account within that, topped up each month with the money you or your employer contribute.

How can I contribute?

>£833

Earnings per month

Make a personal contribution

You can make single or regular contributions into the pension scheme from your personal bank account using GoCardless.

If your employer uses Smart for automatic enrolment

If you're aged over 22 and below State Pension age (currently between 65 and 66), and you earn more than £833 per month or £192 per week (for the 2026/27 tax year), you qualify to join the pension scheme, and your employer will automatically sign you up. You don't have to do anything.

>£520

Earnings per month

If you are not automatically enrolled into the scheme because you do not meet the criteria, you can still join the pension scheme through your Smart Pension account or by emailing us. You can benefit from an employer contribution, as long as you earn more than £520 per month or £120 per week. You must save at least the minimum contribution each month, and your employer must pay into your Smart Pension account as well.

<£520

Earnings per month

If you earn less than £520 a month (£120 a week) you can ask your employer to join the pension scheme, but they do not have to pay into the scheme as well.

Some employers pay pension contribution through your employment contract. This is outside of the assessment criteria for auto enrollment. If you are unsure which method your employer uses, please contact them.

How much do I pay?

The amount of money you or your employer pay towards your future can vary depending on your employer's contribution structure. If you have been automatically enrolled, there is a minimum level that your employer has to pay.

5%

Employee contribution

3%

Employer minimum contribution

8%

Total minimum contribution



If you have a current employer that uses Smart Pension you're more likely to be automatically enrolled, but if your employer doesn't use this you may be contractually enrolled into a pension arrangement instead. Please note that if you are contractually enrolled this will be per the terms of your employment contract rather than automatic enrolment regulations.

Additionally, you may have also joined us outside of an employer arrangement, to make individual payments into your Smart Pension account.



Where does my money go?

The money you or your employer contribute is put into your Smart Pension account each month.



*We will claim basic rate tax relief on your behalf, this known as relief at source. If you are a higher rate tax payer and use our online application, you will need to claim the additional tax relief via a self-assessment. Tax relief only applies if you have a relief at source arrangement. For details on other arrangements such as net pay or salary sacrifice see page 10.

** You will be charged a percentage of your pension savings and a fixed monthly fee may also apply. You can find out more about how much you pay by signing in to your Smart Pension account.

Can I transfer in my other pension savings?

Having your pension savings in one place could make them easier to manage. However, there are a few things you need to consider before making a decision to transfer your other pension savings to the pension scheme, including:

- the charges for each pension plan
- whether there are any penalties for transferring
- whether there are any benefits or guarantees you may lose if you do decide to move your money
- what retirement options are available – these can vary depending on pension provider

To start transferring, sign in to your Smart Pension account and select the **Combine pensions tile**

You should read our transfer guide at smrt.pe/transfer-guide before deciding to transfer your pension savings over to us.



We do accept most transfer types. However, we encourage you to seek either regulated financial advice or impartial guidance.

If you are looking to transfer from a pension that is known as a 'safeguarded benefit' (for example Defined Benefit, Career Average Earnings (CARE) pension), you must get appropriate regulated advice from a qualified authorised financial adviser – unless the safeguarded benefit is worth £30,000 or less.

We do not currently accept transfers in from overseas.

How much tax relief can I get?

If you are a UK taxpayer, you'll get tax relief on your contributions on up to 100% of your earned income each year. We will claim tax relief at the basic rate of 20% directly from HMRC on your behalf for any personal contributions you may make.

This is provided your own contributions and those that your employer may be paying into any pension scheme you hold do not exceed the Annual Allowance. This is currently £60,000 per year unless you are a higher tax payer.

If you earn more than £60,000 in any tax year you may also use tax relief from previous years, this is known as 'carry forward'.

Please note if you have already accessed your pension savings you will not be able to use carry forward and the Allowance may be reduced to £10,000. This is known as the Money Purchase Annual Allowance.

If you reside overseas and you have previously received UK earnings in the past five years or you currently reside in the UK, you can still contribute and receive tax relief at the basic rate of 20%. We will claim this on your behalf directly through HMRC. This is provided your contributions do not exceed the net amount of £2,880, giving you a total contribution including tax relief of £3,600.



What you should consider

Certain tax arrangements may affect you in different ways depending on your level of income.

- Some employers operate a **net pay** arrangement which means that you will get tax relief, unless you don't pay tax, for example because you earn less than the starting rate for income tax. This is the same for relief at source arrangements. If you make online individual payments to your account these will have tax relief added via relief at source.
- Some employers offer a **salary sacrifice** arrangement (this is sometimes referred to as salary exchange). The employee agrees to reduce their earnings by an amount equal to the employee's pension contributions, which are then paid by the employer instead. Using salary sacrifice means that the employee and employer pay lower national insurance contributions. As this arrangement also reduces your taxable earnings, you pay less income tax too. If you are unsure which method your employer uses, please contact them.

Can I opt-out?

If you have left your employment, any regular contributions will cease. You can however still choose to make personal contributions to Smart Pension.

If you have been automatically enrolled but don't want to join the pension scheme, you are able to opt-out. You can do this by signing in to your Smart Pension account, selecting the **Stop paying in** tile.

If you opt-out of the pension scheme within one calendar month, known as the opt-out window, you will receive a refund for any money you have already contributed. This excludes any tax relief we claim back from HMRC and your employer's contribution.

You can still stop contributing after this time, but your money will remain in your Smart Pension account.



Things to note:

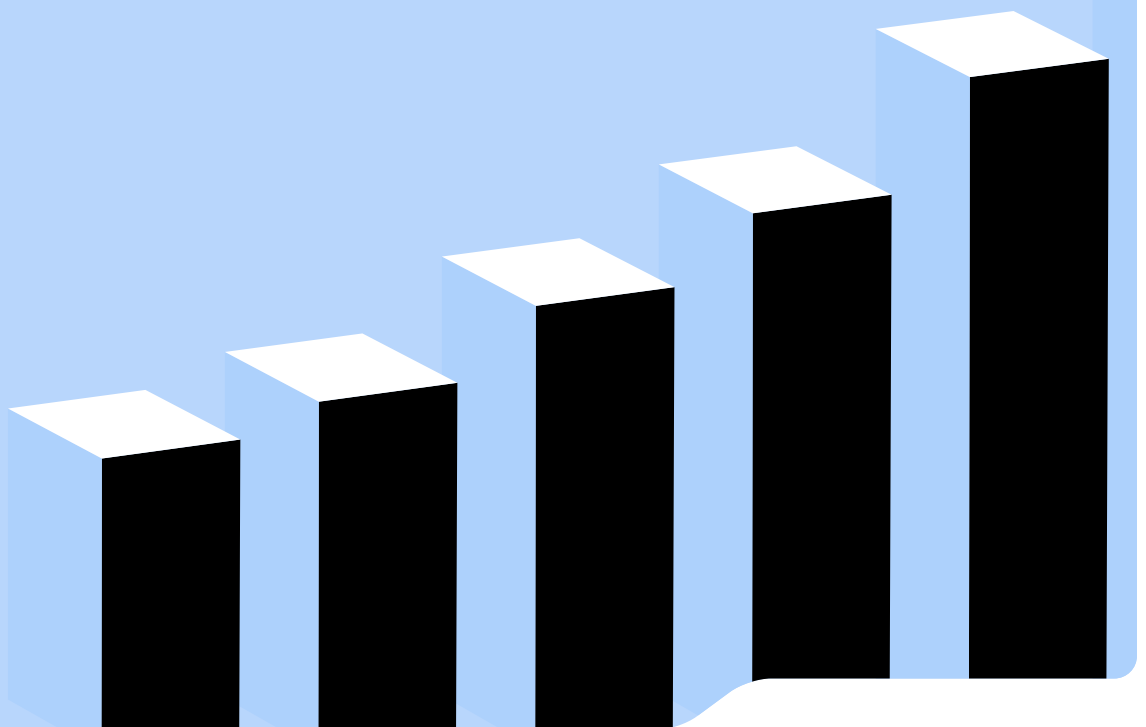
- Your employer may be required to re-enrol you every 3 years should you meet the eligibility criteria, but you will be told about this and will get the option to opt-out again.
- You can rejoin at any time, although your employer may decline your request if you leave and try to rejoin multiple times within a twelve-month period.

If you have been contractually enrolled, you will not have opt-out rights but you can choose to leave the pension scheme.

If you are unsure about how your employer pays your contributions, you should speak to your HR or payroll adviser.

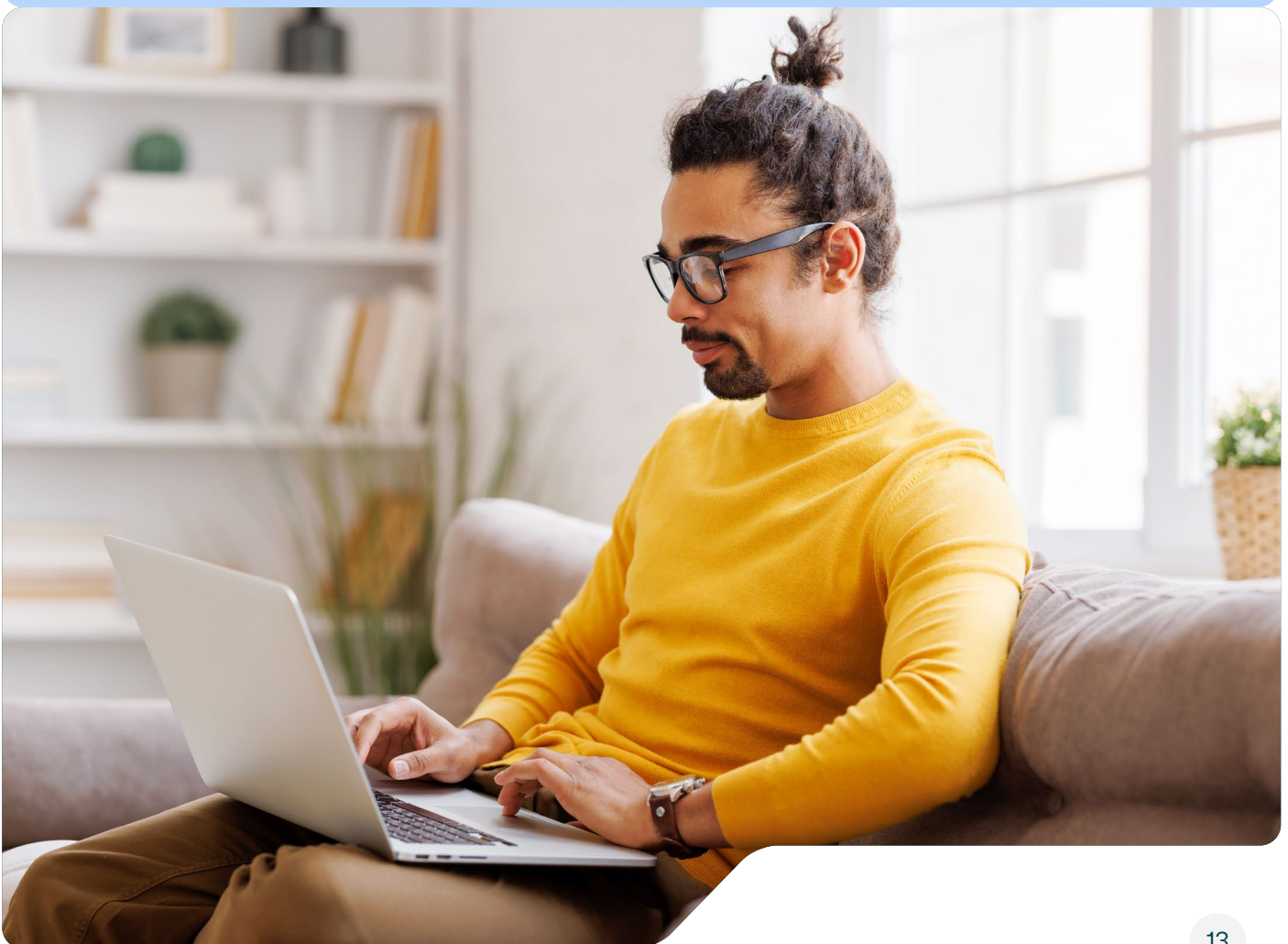
Building your pension savings

- monitor your savings
- choose your investments
- give your savings an occasional boost
- how safe is your money?
- assess your attitude to risk
- transfer your pension savings if you change jobs



Ayaz is 38 and making progress in his career

“I’ll admit that, if auto enrolment hadn’t come along, I probably wouldn’t have got round to saving anything for my pension. The fact that I’ve now got a Smart Pension account means that I take more notice of what I’m putting away each month and I might increase my contributions by a few pounds because even a little extra will make a big difference further down the line. I know my money will be safe and I can take my pension savings with me to a new employer.”



Managing your Smart Pension account

To help you stay in control, you can instantly access your Smart Pension account, 24 hours a day, online and through our app. We are one of the few providers that allow you to use simple voice commands with Amazon's Alexa and Google Home to do everything from checking the balance of your account to seeing how much your employer has added to your pension savings.

Have a look in your Smart Pension account where you'll easily be able to:

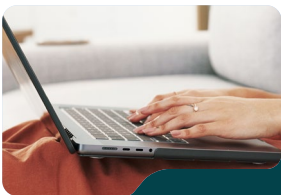
- read messages and send messages to us
- update your contact details
- increase your monthly contributions
- see how much you've saved so far
- check how much your employer has paid into your account
- opt-out, cease membership or ask to join
- choose where your money is invested
- complete an expression of wish form
- change your retirement age
- review your annual pension statement

You can see a real-time value of your pension savings by downloading the Smart Pension app on the Apple Store or Google Play.

How can I access my Smart Pension account?

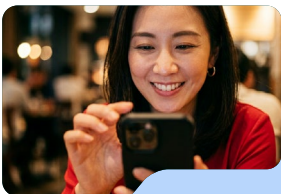
You can find all the information you need to access your Smart Pension account within your welcome letter. For help signing in for the first time visit our help article: smrt.pe/sign-in-for-first-time.

Once you've signed in to your Smart Pension account you can:



Manage your Smart Pension account

Find your current pension value, make changes to your account and access important documents.



Download the Smart Pension app

Manage your pension savings anywhere, at any time. Find the app on the App Store and Google Play.



Provide for your loved ones

Add your beneficiaries by completing an expression of wish, so we know who you'd like your pension savings to go to if you die before taking them.

How is my money invested?

We offer two approaches to investing your pension savings, we can manage your investments for you, or you can do it yourself.



Investments we manage for you

Investment strategies

We have some investment strategies that you can use, with a mixture of investments to choose from. As you get closer to retirement, we will automatically move your investments into funds that have lower risk and are therefore less likely to fall in value. You should let us know when you plan to retire and keep this updated in your Smart Pension account, so that your investment strategy is appropriate for your planned retirement age.



Investments you can manage yourself

Choose your own investments

You don't have to use one of our investment strategies. You can choose your investments from our selection instead. In this case, you will need to choose the mixture of investments yourself and keep an eye on them, changing them if you consider it necessary to do so.



How do I choose how my money is invested?

You can choose where your money is invested through the Smart Pension member app or in your Smart Pension account. When you've signed in, you will find the Investment guide, which will take you through all of the investment options that are available to you.

Remember, choosing your own investment options isn't for everyone. If you don't feel confident making a decision on your own, you can leave it to our team of investment experts.

We will invest your money automatically (if not told otherwise) into the default investment strategy, which initially invests your money in to the Smart Sustainable Growth Fund.

How much we charge you

We collect fees for managing the investments and administration of your Smart Pension account. We collect these fees directly from your Smart Pension account.

You will be charged a percentage of your pension savings and a fixed monthly fee may also apply.

You can find out more about how much you pay by signing in to your Smart Pension account.

How safe is my money?

We use trusted investment managers to invest your money on your behalf. The trustees conduct regular reviews of both the security of your pension savings and the managers who invest them on your behalf.



Risk and reward

An investment is something that you buy because you hope you can make a profit on it. An investment's value will go up and down over time – no one can be sure what it will do over a short period, but over the longer term you can expect it to increase. Generally, those investments that can go up the most can also fall the most.

The following table shows the main risks that you face when you invest for later life.

You will get an annual pension statement with details about your Smart Pension account. It will show you the money you've paid in and how much you've saved so far.

Risk	Description
Investment	Your investments may not grow as much as you need, or they may shrink. As such, you may not have as much at retirement as you want.
Inflation	Your investments may not keep pace with rising prices (inflation), which means that your money won't buy as much when you retire as it would now.
Conversion	You could get less money than you expect when you withdraw it from your account, because your investments don't match your plans. For example, if you want to buy a guaranteed income, also known as an annuity, the cost of that income could have increased, but your investments might not have grown as much, so you will end up with less income.

Attitude to risk

Each one of us has a different attitude to risk. It's helpful to know where you stand, so the following questions might prove useful:

- Will you have income from other sources as well as your workplace pension, such as State Pension or income from property or other investments, when you retire?
- Can you afford to pay a little extra into your account, if necessary, to boost your savings?
- Are you happy to take risks, and prepared for your investments to fall in value, if there's the probability of greater long-term gains?
- Can you work for longer than you'd planned, or delay taking money from your account?
- Will you be relying on your pension for all or most of your income when you stop work?
- Are you a long way from retirement, so your investments have time to recover if they fall in value?
- Will you have to fund mortgage payments or have to pay home rental costs in retirement?

What if I change jobs?

If you have joined via an employer arrangement and change jobs, it is easy to transfer your pensions savings to either your new employer's pension scheme or a personal pension.

If you already have a personal pension, or a pension from previous employment, it is also easy to transfer these to your Smart Pension account. If you are thinking about transferring a pension from a previous pension scheme, you should consider taking advice from a regulated financial adviser. This is because you might incur transfer costs or risk giving up valuable guarantees. If you would like to find out more about guarantees and what they are, you can read our transfer guide at [smrt.pe/transfer-guide](https://www.smartpension.co.uk/members/transfer-pension).

Many people find it easier to manage their pension savings by having them all in one place. If you change jobs frequently, this may be of particular interest to you, rather than having to track down all your pension savings when you come to retire. This could also reduce the charges you have to pay.

To find out more about transferring your pension savings visit www.smartpension.co.uk/members/transfer-pension.

Boost your pension savings with a one-off or regular payments



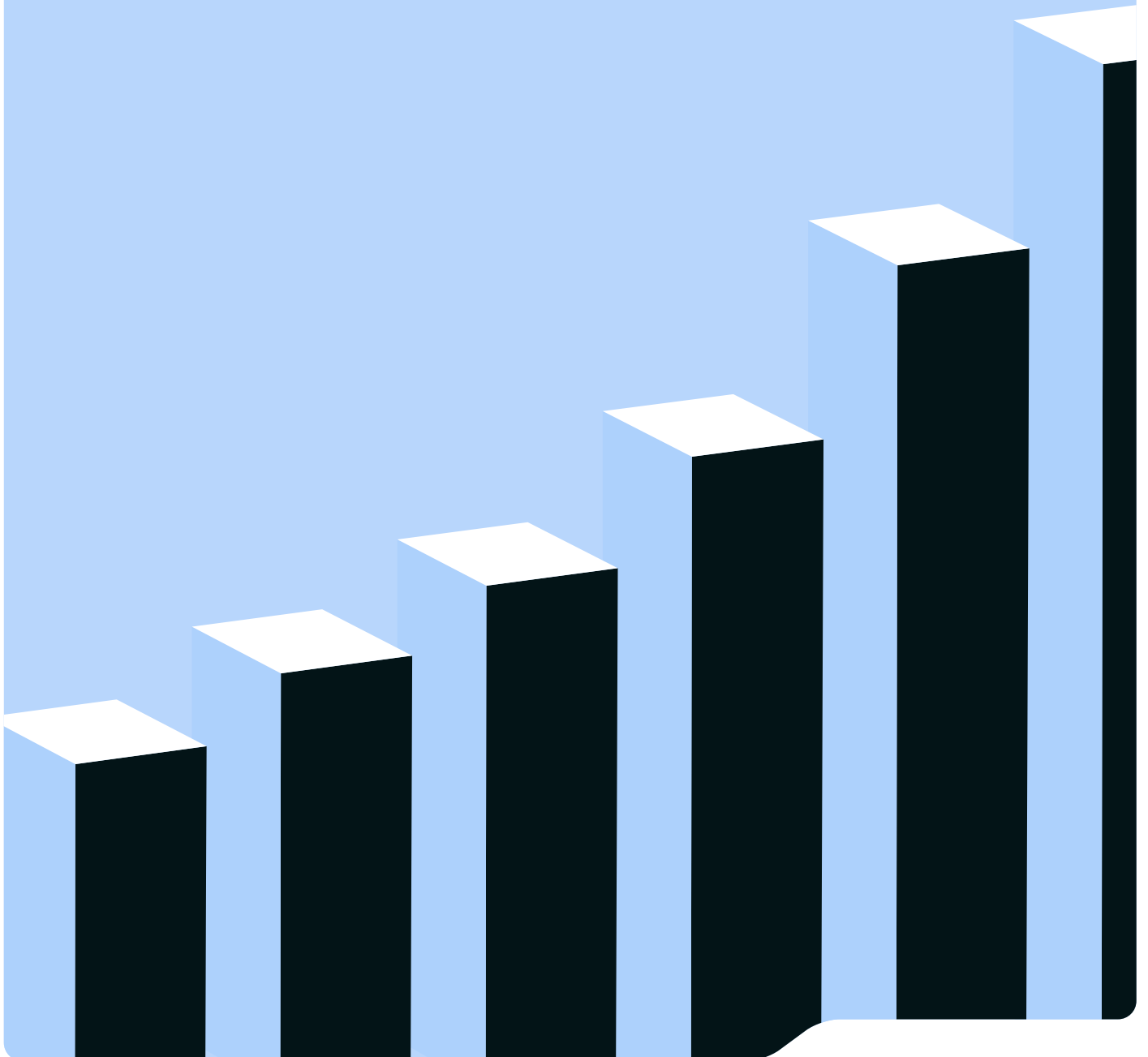
The earlier you start saving more into your pension, the longer your money has to grow until retirement. So, if you come into some spare cash, perhaps through an inheritance or a bonus, why not consider putting it into your pension?

These one-off or regular individual payments can add up to make it more likely that you'll be able to afford the lifestyle you'd like to have in retirement. You can make a payment at any time.

Find out how to make a one-off pension payment at smrt.pe/one-off.

Approaching retirement

- get your finances in shape in the run-up to retirement
- consider increasing your contributions to give you the income you want
- get free and impartial guidance from Pension Wise (this is now part of MoneyHelper Service)



Nadia is 58 and had planned to retire in two years' time

“I had planned to retire at 60. My husband has already taken early retirement and we wanted to enjoy spending time together, particularly travelling. But now I won't get my State Pension until I'm 67 – that's changed my plans. The team at Smart Pension have written to me, saying that I can delay taking my Smart Pension so it could grow, which is a good idea. Alternatively, I can make some additional contributions now, to give my account a boost for the next few years. The team at Smart Pension have told me to get some guidance from Pension Wise so I've made an appointment to discuss the best way forward.”



When can I retire?

The minimum age at which you can access your pension savings is 55. This is will rise to 57 in 2028.

Thinking ahead

You need to think about when you might want to withdraw some or all of your pension savings, so you can prepare well in advance.

You should consider whether you are invested in the most suitable funds and whether you might want to change your investment strategy.

You should also consider whether you need to increase your contributions.

Free guidance from Pension Wise

Help is at hand from Pension Wise (this is now part of MoneyHelper Service), which is a free and impartial government service that gives information about the different ways you can take money from your pension savings. You can book an appointment for a 45-60 minute conversation with a Pension Wise specialist if you are 50+. You'll get personal guidance on:

- your pension options
- tax
- which options might be suitable for you

Appointments are over the phone or face to face. At the end, you get a summary of your pension options and the next steps you need to take. You can contact Pension Wise on 0800 138 3944 or through their website www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise.

Nudging you towards your retirement

To help you make informed decisions when you approach retirement, we will contact you:



We will also send you nudges before and after your selected retirement age. We do this between the ages of 55 and 70 to remind you to consider your retirement options and make a decision that is right for you.

What about my State Pension?

The State Pension is payable after reaching State Pension age which is calculated specifically according to your date of birth. You can check your own State Pension age using the online calculator at www.gov.uk/calculate-state-pension.



Will my State Pension age change?

The State Pension age is going to be kept under review, which means that it could change again in the future, depending on different factors such as changes in life expectancy.

The government is planning further increases, which will raise the State Pension age from 66 to 67 between 2026 and 2028.



Can I get a State Pension forecast?

Yes, you can find out how much your State Pension might be, along with further information about State Pension Benefits at www.gov.uk/state-pension-statement. The full new State Pension is £241.30 per week but the actual amount you will get will depend on your national insurance record

This is correct for the 2026/27 tax year.

You can out more information by visiting www.gov.uk/new-state-pension.

Beware of scammers

As your Smart Pension account grows, so too does your risk of losing your money through one of today's increasingly sophisticated scams.

Watch out for text messages, letters, emails or phone calls offering to help you with your pension, particularly if you're promised big returns. Unsolicited cold calls, emails, texts and door visits about your pension became illegal in January 2019. If you receive one it is very likely to be a scam.

If someone puts you under pressure to take a cash reward, there's a significant chance that they are acting fraudulently. If you do transfer to a fraudulent account, you could face a big tax bill for withdrawing your pension savings, even though you may have lost your savings.

You can learn how to become scam smart by visiting our website at smrt.pe/scam-smart. You can also find more information about protecting yourself from scams at www.fca.org.uk/scamsmart or by visiting smrt.pe/avoid-pension-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. If you would like to know how to spot a scam you can download [The Pensions Regulator's scam booklet](#).

You can also contact MoneyHelper, who will be able to provide guidance, on 0800 011 3797 or at www.moneyhelper.org.uk/en/pensions-and-retirement.

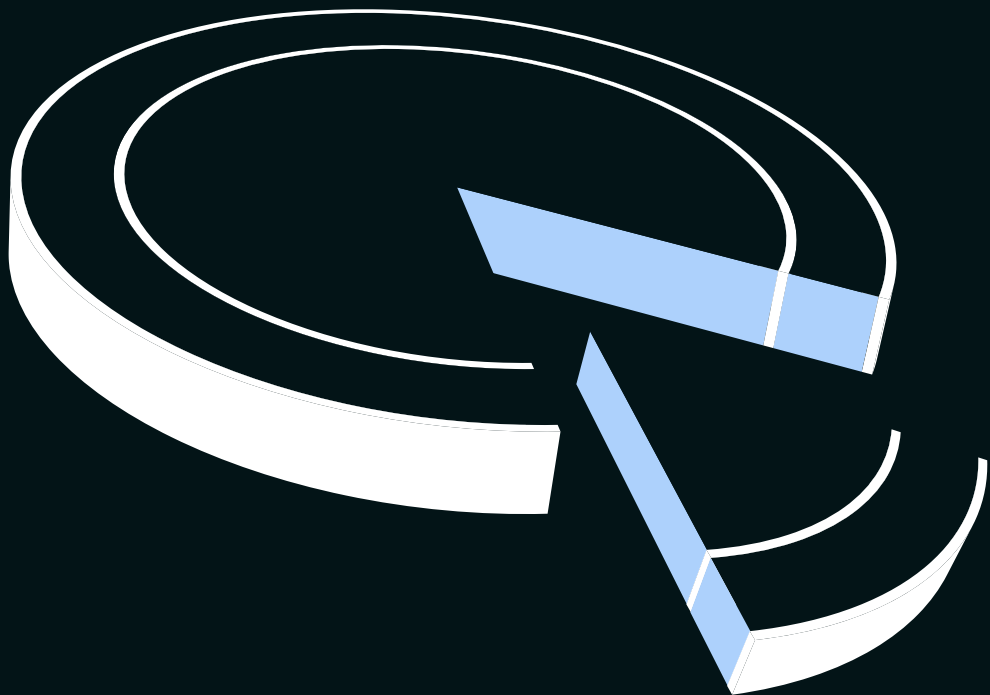
Beware of recovery scams – a cruel second strike

Scammers are now targeting fraud victims a second time by pretending to be official bodies like the Fraud Compensation Fund (FCF). They contact victims claiming they can recover lost money, but it's a trap, designed to steal more personal details or fees.

The FCF has confirmed it **never contacts members directly or asks for money**. Stay alert and remember: Stop! Think Fraud.

Taking your pensions savings

- what will your retirement income be?
- different ways to take your pension savings
- what else do you need to consider?



Marwan is 62 and retires next month

“I considered working for a couple more years but, having talked through the facts with my husband and with Pension Wise, I decided to retire this year. I’m opting for taking a flexible income, keeping as much money in my Smart Pension account as possible so it can continue to grow, but knowing that the funds are there if I have an unexpected large expense. Once I get my State Pension, I hope I’ll be taking less from my own Smart Pension account. With that and my husband’s State Pension, we are hoping to be able to go on more holidays, although I guess we might also be spending time – and money – with our great-nieces and nephews.”



What will my retirement income be?

You should consider how and when you want to retire, so that means taking time to think about things like:

- how much money will you have?
- how long will it need to last?
- what are your options?
- what your life will look like in retirement – how will you spend your time?

The value of your pension savings at your retirement will depend on a number of factors:

- the amount of contributions paid in
- the performance of your investments
- the charges that apply to your account
- the age you take your pension savings

Any cost of taking your pension savings (for example the cost of buying a guaranteed income or taking a flexible income).

Your options at retirement

You don't have to stop working to take your pension savings. You may want to work for a few more years to top up your Smart Pension account and provide a better income for when you finally retire. You may like to continue working, but for fewer hours each week. Alternatively, you might want to take a break, travel or spend more time with your family.

Usually, the earliest date at which you can access your Smart Pension account is your 55th birthday. The minimum retirement age will rise to 57 in 2028, unless you have a protected pension age.

Before you decide to take your pension savings it's important to consider your options carefully. If you are 50 or over, you can get free and impartial guidance about your pension options from Pension Wise (this is now part of MoneyHelper Service).

What are your options when you retire?

Here are the main options you have at retirement.

If you have additional voluntary contributions (AVCs) held with Smart Pension which are attached to a previous defined benefit (DB) scheme, you may be able to transfer some or all of these back to the DB provider or insurer to make the most of your tax-free cash lump sum. For more information, please refer to the additional voluntary contributions help article at smrt.pe/avc.

Keep your savings invested for longer

You might decide that you aren't ready to take your pension savings yet and would like to keep them invested.

Keeping your pension savings invested will give your money a chance to grow, but you should be aware that the value of your pension could go down as well as up.

Taking a flexible income (income drawdown)

You take income directly out of your account. This gives you the flexibility to vary your income to suit your needs. You will also need to keep managing your investments after you retire. There is a risk that you could run out of money sooner than you planned if your investments do not grow as much as you hoped or if you withdraw more than is advisable.

A guaranteed income (also known as an annuity)

You can use your account to buy a guaranteed income for life from an insurance company. You can choose if this income increases each year and if someone else gets paid after you die. You need to shop around to get the right option for you. This option gives you the security of knowing that your income is guaranteed, however long you live. Once you have bought a guaranteed income, you cannot change your mind, so you won't have the flexibility to change your income if your circumstances change. Please note that annuities are not Shariah compliant.

Taking it all in one go

You take your account as a lump sum. You could pay a higher amount of tax if you take a large cash sum as it will get added to any earnings in the year for tax purposes.

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 2026 - 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.

You can choose more than one option

You can also choose to take your pension savings using a combination or all of the options. If you have more than one pension, you can use the different options for each pot. You can also combine pots together to make larger pots.

If you are ready to take your pension savings, read our retirement options guide at smrt.pe/retirement-options-guide to find out how.

You don't have to take your pension savings all at once and you need to consider your own personal circumstances before you make a decision. You are also able to leave your savings for a little longer should you need to.

You should be aware that different pension providers offer different retirement options. The features, charges and payment rates will also differ between different providers.

You should also note that the tax you will need to pay could change depending on the option you choose.

What options are available at Smart Pension?

You can find out about the retirement options available at Smart Pension, and how to take your pension savings (if you are over the age of 55) by reading our retirement options guide at smrt.pe/retirement-options-guide.

What else do I need to know?

What happens if...

I wish to transfer other pension savings?

If you have pension savings with a previous employer's pension scheme, you may be able to transfer them into this pension scheme. Find out more at www.smartpension.co.uk/members/transfer-pension. You can also talk to our UK Transfer Support Team on **0330 174 0643**.

I'm seriously ill?

If your circumstances are life-threatening, you may be able to get access to your pension savings earlier. For example, if you're diagnosed with a very serious or terminal condition, where your life expectancy is determined to be less than 12 months, you may be able to take the whole of your pension savings as a lump sum. If this happens before you reach the age of 75, the money would be tax-free, provided you have available lifetime allowance. If you're over the age of 75, the lump sum will be taxed at your marginal rate of income tax.

I get divorced?

If you get divorced or your civil partnership ends, the pension savings you've built up are usually taken into account by the court when deciding on a divorce settlement or dissolution of a registered civil partnership.

When a marriage or civil partnership ends, courts deal with the pension arrangements in one of three ways.

- The value of your savings can be 'offset' against other financial assets, like the marital home.
- Your savings can be subject to a 'pension sharing' order, where a proportion of your pension is given to your ex-spouse or registered civil partner. Your savings are then reduced as a result.
- Part of your savings can be 'earmarked' through a court order for your ex-spouse or registered civil partner to receive when you retire.

I die?

If you die before taking your pension savings, the trustees who look after the pension scheme will decide who will receive this money – for instance, it could be your family or other dependants. To help them make this decision you should keep them updated on who you would like to benefit. To enable them to take your wishes into account you should add your beneficiaries, which you can do in your Smart Pension account.

When making their decision, the trustees will also consider anyone who was financially dependent on you, your marital status and the terms of your will. It is therefore important to keep your beneficiaries up to date if your circumstances change (for instance, if you marry, divorce, remarry or enter into a civil partnership).

I have a complaint?

We aim to provide excellent customer service for all our customers. However, like all organisations, things can go wrong from time to time.

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.

Within four weeks of receiving your complaint, we will respond with either an overview of your complaint and the action that we intend to take in relation to it, or a holding response as the complaint requires further investigation.

We will send you a final response within eight weeks of the date we received your original complaint.

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

It's important to keep your beneficiaries up to date, so we know who to pay your Smart Pension account to if you die before you take your money. To update them, click on the Beneficiaries tile in your Smart pension account.

Your complaint will be investigated and referred to the Trustee Board for a decision. The trustees will aim to reach a decision about your complaint as soon as possible and within four months of the complaint being made under the IDRPs.

The trustees will write to you to let you know of its decision within a further 15 working days of its decision. If this is not possible, it will let you know the reason for the delay and when you can expect a reply.

Can I contact The Pensions Ombudsman about my complaint?

Yes, you can contact The Pensions Ombudsman. However, before contacting, you should have gone through the complaints process including IDRPs before dealing with a 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 obtain and submit a complaint form online at www.pensions-ombudsman.org.uk/submit-complaint.

Alternatively, you can contact them by:

Telephone: 0800 917 4487

Email: enquiries@pensionsombudsman.org.uk

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

I have a general question about my pension savings?

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/pensions-and-retirement



You can contact us by telephone, through email or through our live online chat on the Smart Pension website.

Employees: 0333 666 2626

Contact: [smrt.pe/member-contact](https://www.smartpension.co.uk/member-contact)

www.smartpension.co.uk/member

Useful contacts

GOV.UK

GOV.UK is a Government source of information on State benefits. On this website you can find information about the State Pension, pension credit, National Insurance in retirement and much more.

www.gov.uk

The Pensions Regulator

The Pensions Regulator regulates workplace pension schemes and it can step in where they feel that a pension scheme is not being run properly or where it has evidence that members' benefits are endangered.

The Pensions Regulator, Telecom House, 125-135 Preston Road, Brighton BN1 6AF

Tel: 0345 600 0707

www.thepensionsregulator.gov.uk

Pension Wise

With the recent pension freedoms, you can now access a free and impartial government service about your defined contribution (DC) pension retirement options when you're over 50 years old.

www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise

The Pension Tracing Service

The Pension Tracing Service provides a tracing service for those who have lost contact with administrators of former pension schemes.

The Pension Tracing Service, 9 Mail Handling Site A, Wolverhampton, WV98 1LU

Tel: 0800 731 0193

www.gov.uk/find-lost-pension

MoneyHelper

Free independent service, set up by the government to help you make the most of your money.

Tel: 0800 011 3797

www.moneyhelper.org.uk/en

You can also use MoneyHelper to find financial advice in your local area. You may wish to consider taking financial advice before deciding on your options.

www.moneyhelper.org.uk/en/getting-help-and-advice/financial-advisers

Legal stuff

The aim of this guide is to give general information about the Smart Pension Master Trust. It does not give personal or professional 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 may 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 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. The Smart Pension Master Trust is registered with HMRC. Where links are given to external websites in this guide, neither Smart Pension Limited nor the trustees of the Smart Pension Master Trust are responsible for the content of those websites.

The trustees oversee the management and running of your pension savings scheme. Your employer has chosen Smart Pension to administer and sponsor the pension scheme. Your relationship is not with Smart Pension, but with the Smart Pension Master Trust and its independent trustees. Although your employer has chosen this pension savings scheme, the money saved in it is yours and you can do what you want with it, subject to legislation and the pension scheme rules.

The trustees create an annual report and accounts for the pension scheme. You may request a copy of this by contacting trustees@smartpension.co.uk.

The trustees and Smart Pension will hold and use your personal data so that we can administer the pension scheme and provide you and your dependants with the correct benefits. We will do so in accordance with Data Protection legislation. For more information about how we use your personal data, see our privacy policy at www.smart.co/footer/privacy-policy.

Smart Pension is a trademark and trading name of the Smart Pension group of companies, comprising Smart Pension Limited and its subsidiary companies.

We are always looking to improve the way we communicate with our members. If you would like to give feedback, email pension.communications@smartpension.co.uk.

This document is based on our understanding of the current tax rules and legislation as at 6 April 2026.

Smart Governance Limited

136 George Street, London, W1H 5LD

Website www.smartpension.co.uk/member

Telephone 0333 666 2323

Company registration number 12295061

