

## Factsheet 91

# Pension Freedom and benefits

June 2017

### About this factsheet

On 6 April 2015, the government introduced major changes to people's private pension provision. Once you reach the age of 55 years, you now have much more freedom to access your pension savings or pension pot and to decide what to do with this money.

This factsheet explains some basic information about your choices with respect to drawing down pension savings. You can contact Pension Wise for more information and guidance.

Age UK is unable to give advice about your best options. You should, if possible and you can afford to, speak to a regulated independent financial adviser if you need advice about your decisions. See factsheet 43, *Getting legal advice* for more information about independent financial advisers or check the Money Advice Service website.

This factsheet sets out the impact of different choices on drawing down pension funds on working-age means-tested benefits and Pension Credit. These cover issues affecting your income, your capital, and whether you have deprived yourself of money to increase entitlement.

The information in this factsheet is correct for the period April 2017 – March 2018.

The information in this factsheet is applicable to England, Northern Ireland, Scotland and Wales.

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## 1 Recent developments

- When you reach 55 years of age, you have choices about how, when, and if you can access private pension savings or pension pots. This applies to '*defined contribution pensions*'.
- Whereas previously, you had to eventually purchase an annuity with your pension pot, you now have a choice to draw down some or all of your pension pot, in one go or at different times, or you can simply leave it.
- The Pension Wise service or The Pensions Advisory Service can offer basic guidance and information on pension freedoms.
- However, neither of these bodies or Age UK can offer advice on your best options. You should speak to a regulated independent financial adviser if you require in-depth advice – see factsheet 43, *Getting legal advice* for information about this.

## 2 What pensions are covered?

The pension freedoms apply to '*defined contribution pension*' pots. These should not be confused with '*defined benefit pension pots*' (or *final salary schemes* as they are often called). If you have a private sector defined benefit pension scheme or a funded public sector scheme, you can transfer to a defined contribution pension as long as you are not already taking your pension.

As defined contribution pensions can be accessed flexibly from age 55, this may seem like an attractive option. However, The Pensions Advisory Service say you should usually seek independent financial advice to ensure you do not lose out financially and the transfer is in your best interest.

### 2.1 Defined contribution pensions - covered

Defined contribution pensions build up a pension pot using your employer's contributions and/or your contributions plus investment returns and tax relief. If you are in a scheme through your workplace, your employer usually deducts your contributions from your salary before it is taxed. If you set the scheme up for yourself, you arrange the contributions yourself.

### 2.2 Defined benefit pensions – not covered

Defined benefit pensions pay a secure income for life with annual increases. You may have one if you worked for a large employer or in the public sector, for example the NHS.

Your employer contributes to the scheme and is responsible for ensuring there is enough money at the time you retire to pay your pension income. You can also contribute to the scheme. They usually continue to pay a pension to your spouse, civil partner or dependants when you die.

### 3 Pension choices

Essentially, there are six choices open to you when considering what to do with a pension pot:

- Leave your pension pot untouched i.e. it remains invested.
- Seek a secure or guaranteed income for life – usually called an ‘*annuity*’.
- Seek an adjustable income – often called a ‘*drawdown*’.
- Take money in chunks – known as ‘*Uncrystallised Funds Pension Lump Sum*’.
- Cash in the whole pot – usually subject to tax.
- Mix of the above – either now or in the future.

You can generally only start thinking about these options once you reach 55 years of age, although this may be earlier if you retire on ill-health grounds or have a protected retirement age. The minimum age is due to increase to 57 years from 2028, in line with rises in state pension age.

#### Scams

Beware of scams or people offering high interest returns or unrealistic rewards – if it seems too good to be true, it probably is. If in doubt, check with Age UK Advice, Age Cymru Advice, or Pension Wise.

See section 9 for more information about scams.

#### 3.1 Leave pot untouched

It is up to you when you take your money. You might reach the normal retirement date under your scheme or have been sent a pack from your pension provider. Neither factor requires you to take out your money now. If you do not take anything, make sure you check the investments and charges under the pension contract.

#### 3.2 Seek a secure income

You can use part, or the whole, of your pension pot to buy an annuity. Typically an annuity provides you with a regular and guaranteed income.

There are many different types of annuity available. The amount of annuity you get depends on how much you have in your pot, when you buy it, your age, your health and lifestyle, and the type of annuity.

It is a good idea to shop around for the best annuity deals as they vary and the company holding your pension funds may not offer the best deal.

### 3.3 Seek an adjustable income

You can take 25 per cent of your pot as a single, tax-free cash sum. The other 75 per cent is invested to give a regular, taxable income. You can adjust the income you take and when you take it. This option is known as '*flexi-access drawdown*'. Not all providers offer this option and if you decide to transfer funds to a provider who does, you may be charged a fee for this. You probably need to be involved in choosing and managing your investments. The value of your pot can go up or down. You may be charged a fee for this arrangement.

### 3.4 Take money in chunks

You can take amounts of money from your pension pot until it runs out. You decide how much to take and when to take it. Your 25 per cent tax-free amount is not paid in one lump sum – you get it over time. Each time you take a chunk of money, 25 per cent is tax free and the rest is taxable. This option is known as '*Uncrystallised Funds Pension Lump Sum*'. Some pension providers charge a fee to take cash out. Not all providers offer this option. If your current provider does not offer it, you can transfer your pot to another provider but there might be a fee.

### 3.5 Cash in the whole pot

You can cash in the whole value of your pension pot in one go. However, you need to think about issues such as how much tax you must pay on the amount taken and what you will live on when you retire. In particular, you need to be cautious if you decide to spend most, or all, of the money in one go, if you also claim certain benefits or require social care, now or in the future (see section 8).

### 3.6 Mix of the above

One of the most important things to understand is that, within these options, you have freedom to decide what to do with your pension pot after reaching 55 years of age. You can, for example, leave your pension pot for a few years to grow, withdraw 25 per cent tax free as income and use the remainder to purchase an annuity. If you have multiple pots, you can use different options for each, e.g. leave one pot untouched and take cash in chunks from another. It is entirely up to you.

#### Note

You can speak to Pension Wise to better understand your options. Age UK advises seeking advice from a regulated independent financial adviser before making choices about your pension pot. You will be charged for this kind of advice. Decisions affect you for the rest of your retirement.

## 4 Tax

The general rule is you can take up to 25 per cent of your pension pot tax free. The remainder is subject to your usual marginal tax rate. This is the highest rate of income tax you are liable for in a financial year. Be careful deciding when to take money from your pension pot as it counts as part of your income for that tax year. It may move you to a higher tax band, so you pay more tax and receive less money overall.

## 5 Benefits for people of working age

Social security benefits and tax credits can be affected if you take money from your pension pot. These can be claimed if you are younger than women's state pension age (63 years and 9 months in April 2017 and rising to 66 years by 2020) and include:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Housing Benefit
- Council Tax Support or Reduction
- Child Tax Credit (CTC)
- Working Tax Credit (WTC)
- Universal Credit.

Entitlement to these benefits is assessed by looking at your *means* i.e. your income and capital (savings). Rules on deprivation of income and capital at section 7 may need to be taken into account.

### 5.1 Income

Any regular income you receive is usually taken into account when calculating entitlement. If you buy an annuity paying a regular weekly or monthly income, this sum is taken into account, according to the means-test for that benefit or tax credit. You may be paid less, or no, benefit as a result and may be no better off than before.

#### Case study – seek a secure income

John is 57 years old and lives with his wife Nora. John claims £114.85 a week income-based Jobseeker's Allowance for him and his wife. Their weekly rent of £80 is covered by Housing Benefit.

John has £30,000 in his pension pot, which he uses to buy an annuity paying £30 a week. This is taken into account as income so Jobseeker's Allowance is reduced to £84.45. Their overall weekly income remains the same. Housing Benefit is unaffected.

## Note

Housing Benefit, Universal Credit, Child Tax Credit and Working Tax Credit do not reduce on an exact £ for £ basis but the overall effect is the same. Seek specialist advice if you claim one or more of these.

## 5.2 Capital

If your pension pot remains untouched and you are below pension credit age, its value is ignored as a capital asset for the benefits above. However, if you take money from your pension pot, as partial drawdown or the whole amount, it is treated as capital in the means-test.

This may mean your entitlement is reduced or removed. Note, CTC and WTC entitlement is unaffected by any capital you possess.

### 5.2.1 Capital limits

The capital limits for the means-tested benefits above are as follows. The *upper limit* is £16,000 – if your capital assets exceed this amount, you are not entitled to the benefits, regardless of your income.

The *lower limit* is £6,000. If you have more than £6,000 but less than £16,000, you are assumed to receive an income from your capital assets. This is calculated through '*tariff income*'. For every £250 above £6,000, you are assumed to receive £1 a week in tariff income.

### Case study – leave it alone

John decides to leave his £30,000 pension pot untouched until he retires. He continues to be entitled to Jobseeker's Allowance of £114.85 a week, as well as Housing Benefit of £80 a week. Nothing changes essentially.

### Case study – take whole pot

If John cashes in the £30,000 pot in one go, two things happen. One, John receives £26,300 after tax and the tax free allowance. Two, as John has more than £16,000, his Jobseeker's Allowance and Housing Benefit payments both stop. They are not payable again until his capital falls below £16,000.

John has money in the bank but no weekly income and his rent payments are not covered. Depending on what John spends the money on, he may be affected by the deprivation rules (section 7).



## 5.3 Mixture of income and capital

If you decide to take an adjustable income, you may find yourself affected by both income and capital rules. Similarly, if you decide to take money from your pension pot in chunks, it may be treated as either income or capital depending on the regularity of withdrawals.

### Case study – seek an adjustable income

John takes £7,500 from his £30,000 pension pot as his 25 per cent tax free amount. As this exceeds the lower capital limit by £1,500, he is assumed to have a tariff income of £6 a week which is taken off his Jobseeker's Allowance.

He takes an investment income of £100 a month from the remainder of his pension pot after speaking to an independent financial adviser. This income is taken fully into account for Jobseeker's Allowance at £23.08 a week.

Jobseeker's Allowance is paid at £85.77 a week. As John spends the £7,500, tariff income reduces, but he must make sure DWP do not treat him as having deprived himself of capital to receive more benefit (section 7). Overall weekly income £108.85 a week.

## 6 Pension Credit

Pension Credit may be affected if you take advantage of pension freedoms. Pension Credit can be claimed when you reach state retirement age for women, which is 63 years and 9 months in April 2017. State Pension age is rising and being equalised between men and women, reaching 66 years by 2020 and 68 years by 2028.

Entitlement depends on your income and capital. However, for Pension Credit, the rules are different. Note, this section does not include Pension Credit Savings Credit, which is abolished for people reaching retirement age after 6 April 2016. The rules on deprivation of income and capital at section 7 may need to be taken into account.

You may be entitled to Council Tax Support/Reduction or Housing Benefit, with Pension Credit or on their own. They are based on income and capital and can be affected by decisions about your pension pot. They are not covered below so seek advice if you receive these.

### 6.1 Capital

For Pension Credit, there is no upper capital limit. There is a lower capital limit of £10,000. Any capital you have less than £10,000 is ignored entirely when working out how much benefit you can be paid.

If you have more than £10,000, you are treated as having a weekly 'deemed' income of £1 for every £500 (or part of £500) over the £10,000 limit.

### Example

If John has £15,000 in savings and £2,750 in premium bonds, he is treated as having capital of £17,750. This is £7,750 more the lower capital limit of £10,000. He is treated as having deemed income of £16 a week (16 lots of £500 or part of £500 above £10,000).

If you claim Pension Credit and decide to leave your pension pot alone and do nothing, the capital rules work differently. DWP include 'notional income' - this is an amount equivalent to the income you would have received if you had bought an annuity with the pension pot.

### Case study – leave it alone

John reaches the age of 65 with his pension pot of £30,000 untouched. He claims Pension Credit to top up his State Pension of £159.55 a week. The maximum award of Pension Credit for John and Nora is normally £83.70 a week.

He is happy with his increased income and decides to leave his pension pot to accrue more value. John and Nora have no other savings or income. The Pension Service write to John to say they cannot ignore his pension pot. They calculate he could purchase an annuity of £30 a week. John's actual Pension Credit payments are reduced to £53.70 a week. Overall weekly income is £213.25.

If you decide to withdraw your entire pension pot in one go, then the deemed income rules apply instead.

### Case study – take the whole lot

John reaches pension age and takes the £30,000 pension pot in one go. He receives State Pension of £159.55 a week. John puts the £26,300 (after tax) into a savings account. His maximum entitlement to Pension Credit is £83.70 a week, but the savings are assumed to generate deemed income.

The first £10,000 is ignored completely, but the £16,300 excess generates deemed income of £33 a week, reducing his Pension Credit payments to £50.70 a week. Overall weekly income is £210.25. If his savings reduce, the deemed income reduces and Pension Credit payments increase.

## 6.2 Income

For Pension Credit, any income you receive that is not disregarded is taken into account. This means any entitlement you have to Pension Credit is reduced by an amount equivalent to income you have coming in. This includes deemed or notional income as described before.

### Case study – seek a secure income

When John reaches pension age, he buys an annuity with his £30,000 pension pot. This provides a weekly income of £30 a week. This annuity payment reduces his maximum Pension Credit entitlement of £83.70 on a pound-for-pound basis. John receives State Pension of £159.55 a week and is paid £53.70 a week Pension Credit to top this up. Overall weekly income is £243.25.

## 6.3 Mixture of income and capital

If you decide to seek an adjustable income, whereby you receive a lump sum payment and an investment income, you may be affected by both income and capital rules. Similarly, if you decide to take your pension pot in chunks of money, it may be treated as income or capital, depending on the regularity of payments.

### Case study – seek an adjustable income

John decides to take a 25 per cent drawdown from his £30,000 pension pot, equal to £7,500 and invests the remaining £22,500 in an annuity paying £22.50 a week. John receives State Pension of £159.55 a week and has no other income. John and Nora have a joint savings account with £5,000 invested.

As John and Nora now have £12,500 in capital overall, they are £2,500 over the lower capital limit for Pension Credit. This generates a deemed income of £5 a week in total. This reduces their maximum Pension Credit entitlement of £83.70 a week to £78.70.

Further, the £22.50 a week annuity further reduces John's Pension Credit to £56.20 a week. Overall income is £238.25.

## 7 Deprivation

If Department for Work and Pensions (DWP) or HM Revenue and Customs (HMRC) decide you spent money deliberately to allow you to claim benefit, or to increase how much you can claim, or you have not taken up income or capital available to you, you may be treated as if that resource is still available. This is '*notional capital*' or '*notional income*'.

An important issue to be aware of is that DWP or HMRC have to establish that a '*significant operative purpose*' in depriving yourself of the money was to establish entitlement to means-tested benefits or tax credits. This is not always easy to decide and depends very much on your individual circumstances. You should always keep evidence and receipts about any capital assets such as savings that you dispose of.

You can seek guidance from DWP and HMRC but they are often reluctant to give a definitive response until the money has gone. The following examples show what may happen in different situations.

### Case study - deprivation may not have occurred

John decides to draw down the whole £30,000 pension pot. He has two unsecured loans of £10,000 each. He uses the ££26,300 he receives after tax to clear these debts and keeps evidence to show this.

DWP decide this is a reasonable decision as debts have been repaid and his Pension Credit and Housing Benefit continue being paid, as he has £6,300 in savings left, which is below the capital limit.

### Note

Repaying debts does not automatically mean you are not treated as having deprived yourself of capital for working age benefits, unlike for Pension Credit. The rules are complex so seek advice if you are unsure.

### Case study - deprivation may have occurred

John decides to draw down the whole £30,000 pension pot. He receives £26,300 after tax. John and Nora decide to go on holiday and spend £20,000 on a luxury cruise. John also pays a credit card bill of £5,000.

DWP decide he has deprived himself of £20,000 as their holiday was extravagant. The first £10,000 is ignored as this is the lower capital limit. This means they apply notional income of £20 a week to John's Pension Credit. Assuming he had been receiving £83.70 a week on top of State Pension of £159.55 a week, his Pension Credit payment is reduced to £63.70 a week.

These examples are for illustration only and do not represent how you will be treated in real life.

Consider calling Age UK Advice, Age Cymru Advice, or visiting Citizens Advice if you are thinking about spending significant sums of money when receiving, or thinking of claiming, means-tested benefits or tax credits. As each case depends on the facts of your personal situation and circumstances, definitive advice can be difficult to give.

Deprivation rules operate slightly differently depending on whether you are over or under pension credit age.

## **7.1 Working-age**

### **7.1.1 Income**

You should not be held to have deprived yourself of income if you decide to leave your pension pot alone whilst you are under pension credit age for any means-tested benefit or tax credit.

### **7.1.2 Capital**

You should not be held to have deprived yourself of capital if you decide to leave your pension pot alone whilst you are under pension credit age for any means-tested benefit.

If you draw down a sum of money from your pension pot which would either remove or reduce your entitlement to any means-tested benefit, and you then spend that money, you may be held to have deprived yourself of the capital sum.

In this case, DWP may decide to treat you as still possessing the capital sum and apply notional capital rules. The decision about whether you have deprived yourself in this case depends on your reasons for spending the money.

### **DWP guidance**

DWP guidance on capital deprivation is at paragraph 29805 onwards at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/470848/dmgch29.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/470848/dmgch29.pdf)

DWP guidance on income deprivation is at paragraph 28568 onwards at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/599060/dmgch28.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/599060/dmgch28.pdf)

## **7.2 Pension credit age**

### **7.2.1 Income**

If you draw regular income from your pension pot through drawdowns, rather than buying an annuity, this is compared to the amount you would get from an annuity and whichever amount is higher is taken into account as notional income.

If you leave funds in your pension pot, you are treated as having notional income based on the annuity those funds could yield (see section 6.1, *Case study – leave it alone*).

If you take one or more lump sums from your pension pot, you are treated as having notional income on what is left in your pension pot after the capital drawdown(s).

If you claim PC as a couple and one person is under PC age, notional income does not apply to any occupational or private pension they have yet to claim.

## 7.2.2 Capital

If you leave your pension pot untouched, you are treated as having a notional income from it (see section 7.2.1).

If you draw down a sum of money from your pension pot which would either remove or reduce your entitlement to any means-tested benefit, and you then spend that money, you may be held to have deprived yourself of the capital sum.

In this case, DWP may decide to treat you as still possessing the capital sum and apply the notional capital rules. The decision about whether you have deprived yourself in this case depends on your reasons for spending the money.

### DWP guidance

DWP guidance on capital deprivation is at paragraph 84781 onwards at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/515170/dmgch84.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/515170/dmgch84.pdf)

DWP guidance on income deprivation is at paragraph 85400 onwards at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/599092/dmgch85.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/599092/dmgch85.pdf)

## 7.3 Diminishing capital

If notional capital rules are applied to a working age benefit claim, the amount of notional capital is reduced every 13 weeks by the amount of benefit you would have received if these rules had not applied.

If you have notional capital rules applied to a Pension Credit claim, the amount of notional capital is reduced each week by the amount of Pension Credit you are losing.

The rules are quite complex so seek expert advice if you are affected from Age UK Advice or Citizens Advice.

- DWP guidance on diminishing capital is at paragraph 29900 onwards at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/470848/dmgch29.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/470848/dmgch29.pdf) for **working age benefits**; and
- from paragraph 84861 onwards at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/515170/dmgch84.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/515170/dmgch84.pdf) for **pension age benefits**.

See the following case study for how these rules should work in practice.

### **Case study - diminishing capital rules**

DWP make a decision to treat John as having notional capital of £20,000. Of this, £10,000 is ignored as this is the lower capital limit. The other £10,000 generates deemed income of £20 a week, so his Pension Credit is paid at £61.90 a week. The notional capital then reduces by £20 a week every week.

After 25 weeks, notional capital is reduced to £9,500 (25 weeks times £20 a week = £500). This means deemed income from the notional capital reduces to £19 a week and Pension Credit payments increase to £62.90 a week.

After 27 weeks, the notional capital reduces again to £8,987 (27 weeks times £19 a week = £513). Deemed income reduces to £18 a week and Pension Credit payments increase to £63.90 a week.

This process continues until the notional capital expires completely, which may take a number of years.

## **8 Social care and deprivation**

There are similar rules around deprivation of capital and income if you receive social care services funded by your local authority, whether at home or in residential care, or you may need these services in the future.

For more information, see factsheet 40, *Deprivation of assets in social care*. In Wales, see Age Cymru Factsheet 40w *Deprivation of assets and social care provision in Wales*.

## **9 Scams**

There are criminals who try to take advantage of these new freedoms by tricking you into cashing in your pension and handing over your money for them to invest. Pension scams are serious as you could lose some, if not all, of your pension savings, or end up with a large tax bill (there can be high charges if you withdraw your pension savings early).

If you think you have been scammed or someone tries to scam you, report it to Action Fraud. You can report the scam online or by calling 0300 123 2040.

If you are considering investing your pension pot, talk to an adviser regulated by the Financial Conduct Authority (FCA). You can check the FCA's register of firms online and find an Independent Financial Adviser through [Unbiased.co.uk](http://Unbiased.co.uk).



## 9.1 How to spot a pension scam

Fraudsters try different ways to persuade you to part with your pension cash, from promising opportunities that are simply too good to be true to giving you false information. They might:

- claim to know loopholes that help you get more than the usual 25 per cent tax-free
- offer high returns of over 8 per cent from overseas investments or new or creative investments
- offer a loan, saving advance or cashback from your pension
- suggest you put all your money in a single investment (most financial advisers suggest you spread your money in different schemes)
- send paperwork to your door by courier requiring an immediate signature.
- say they can help you access your pension pot before the age of 55 (unless you are seriously unwell or have a certain type of scheme, this is not legally possible).

If you plan to take your pension early, check whether there are penalties for doing so. If it is a workplace pension, you may need your employer's agreement to do so.

### Other signs you are being scammed

If you answer yes to any of these, you may be being scammed:

- Were you contacted out of the blue, either over the phone or on your doorstep?
- Did you respond to an advert offering a free pension review or a free consultation?
- Are you being pressured into making a quick decision?
- Are the firm's only contact details a mobile phone number and/or a PO box address?
- Has the firm told you that you cannot call them back?

Never be fooled by an impressive website offering advice. Instead, visit the government's Pension Wise website for free and impartial guidance on your pension options.

They never contact you out of the blue and they have only one website. You can register your interest for an over-the-phone or face-to-face appointment.

For more information, see:

- Age UK guide *Avoiding scams*, or
- Pensions Regulator guidance at [www.thepensionsregulator.gov.uk/pension-scams.aspx](http://www.thepensionsregulator.gov.uk/pension-scams.aspx)



## Useful organisations

### **Action Fraud**

[www.actionfraud.police.uk/](http://www.actionfraud.police.uk/)  
Telephone 0300 123 2040

Action Fraud is the UK's national fraud reporting centre where enquirers should report fraud if they have been scammed or defrauded. They provide a central point of contact for information about fraud and financially motivated internet crime.

### **Citizens Advice**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for local CAB details  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk) for online information  
Telephone 020 7833 2181 for contact details only – not telephone advice

In Wales, call their Adviceline on 03444 77 20 20

Helps people resolve their money, legal and other problems by providing free, independent and confidential advice. Details of your local office can be found on the website.

### **Financial Conduct Authority**

[www.fca.org.uk/consumers](http://www.fca.org.uk/consumers)  
Telephone 0800 111 6768

Regulate independent financial advisers (IFA's), website has searchable database of IFA's.

### **Financial Ombudsman**

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Telephone helpline 0800 023 4 567 Mon-Fri 8am-8pm, Sat 9am-1pm

Deal with complaints about financial services including pension providers.

### **Jobcentre Plus**

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)  
Telephone 0800 055 6688

Part of the DWP, administers most benefit claims for people of working age and the regulated Social Fund.

### **Money Advice Service**

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)  
Telephone helpline 0800 138 7777 Mon-Fri 8am-8pm, Sat 9am-1pm

Helps people manage their money, through free and impartial advice service. Website has online annuity comparison check tool and IFA tool.

**Pension Service (The)**

[www.gov.uk/contact-pension-service](http://www.gov.uk/contact-pension-service)

Telephone 0345 60 60 265

The Pension Service deal with claims for Pension Credit and you can contact them with enquiries relating to claims and payments, as well as information in this factsheet.

**Pension Wise**

[www.pensionwise.gov.uk](http://www.pensionwise.gov.uk)

Telephone 0800 138 3944 to book free appointment

Free and impartial government service, through Citizens Advice offering information and guidance about defined contribution benefits.

**Pensions Advisory Service (The)**

[www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

Telephone helpline 0300 123 1047 Mon-Fri 9am-5pm

Provide independent and impartial information and guidance about pensions, free of charge, to members of the public.

**Society of Later Life Advisers (SOLLA)**

<http://societyoflaterlifeadvisers.co.uk/>

Telephone 0333 2020 454

SOLLA aims to assist consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life.

## Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

### Age UK Advice

[www.ageuk.org.uk](http://www.ageuk.org.uk)

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

### In Wales contact

#### Age Cymru

[www.agecymru.org.uk](http://www.agecymru.org.uk)

0800 022 3444

### In Northern Ireland contact

#### Age NI

[www.ageni.org](http://www.ageni.org)

0808 808 7575

### In Scotland contact

#### Age Scotland

[www.agescotland.org.uk](http://www.agescotland.org.uk)

0800 124 4222

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## Our publications are available in large print and audio formats



### Next update June 2018

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