

## Terms & conditions

### Simple retirement account

#### 1. Introduction

**These terms and conditions use expressions, shown in italics, that are defined in the glossary at the end.**

These **terms and conditions** describe the operation of **your SIPP**. Your signed application to join or take benefits from **your SIPP**, and/or **your** membership of **your SIPP** confirms **your** agreement to these **terms and conditions**, the fees set out in the **schedule of fees and services** and the **rules**. The **terms and conditions**, together with the documents listed immediately below, form the basis of a legally binding agreement between us and **you**:

- the application form(s) that **you** have signed or that has been signed on **your** behalf;
- the **schedule of fees and services**;
- the **permitted investments** list;
- the key features document provided to **you**.

If there is any conflict between these **terms and conditions** and the documents listed above, these **terms and conditions** will take precedence.

The **scheme** is legally constituted and governed by the **rules**. If there is any conflict between the **rules** and the **terms and conditions** or with any of the other documents listed above, the **rules** will prevail.

We are not responsible for giving, and shall not be deemed to have given, any legal, financial, investment, tax or any other advice in connection with **your SIPP** or any underlying investments or decisions associated with it.

We therefore strongly recommend that **you** appoint an **adviser** in connection with **your SIPP**. If **you** do, **your adviser** is responsible for providing financial advice about the suitability of **your SIPP**, the investments in it and the benefits taken out. Where **you** inform us that **you** have appointed an **adviser**, **your adviser** will be acting as an agent on **your** behalf. We will be entitled to take instructions from and communicate with **your adviser** unless **you** inform us not to do so. We will assume **your** relationship with **your adviser** continues until **you** inform us otherwise.

We do not accept liability for certain aspects of the operation of the **scheme**, nor does the **scheme trustee** accept liability for these aspects – see section 31. Further, **you** agree to be responsible for and pay any losses, costs and expenses incurred by us and the **scheme trustee**, in respect of certain aspects of the operation of the **scheme** as described in section 31.2.

We have the right to vary the **schedule of fees and services** and these **terms and conditions** in accordance with section 15.1 and section 28 respectively. Any changes will be incorporated in updated versions of these **terms and conditions**.

In addition to the documents that form the legally binding agreement, the Key Features Illustrations and other personalised statements provide important information about the **scheme**.

You can ask us for copies of these documents.

Please keep the **terms and conditions** and any other materials that **you** get in relation to the **scheme** in a safe place for future reference.

If **you** have any questions about these **terms and conditions**, or if **you** would like to obtain a copy of a document or form referred to, please contact us at:

Talbot and Muir, 55 Maid Marian Way, Nottingham, NG1 6GE.

Your **SIPP** is a **registered pension scheme**. The **trustees** will hold all the assets of the **scheme** in accordance with the **rules**. We are the **establisher** and **scheme administrator** of the **scheme** and the company with whom **you** are contracting in respect of **your SIPP**. We administer the **scheme** in accordance with the **rules**.

We are authorised and regulated by the **FCA**. We are entered on the Financial Services Register. Our register number is 776228. You can check this information on the Financial Services Register by visiting the **FCA's** website [fca.org.uk](https://www.fca.org.uk) or by contacting the **FCA** on 0800 111 6768.

The **FCA** requires us to categorise our clients. We will treat **you** as a retail client, as defined by the **FCA**. Retail clients benefit from the highest level of protection, are provided with information in a more straightforward way and have access to the Financial Ombudsman Service and Financial Services Compensation Scheme. If **you** fall outside of the **FCA** definition of a retail client, whilst **we** will continue to treat **you** as a retail client, including providing information in a more straightforward way, **you** may not be able to access the Financial Ombudsman Service and Financial Services Compensation Scheme. If **you** require further information regarding client categorisation, please speak to **your adviser** or contact us directly.

## 2. The scheme

- 2.1** The **scheme** is established by us as the **establisher** and is governed by the **rules**. The legally binding agreement between **you** and us referred to in section 1 imposes conditions and restrictions on the operation of the **scheme**. If there is any conflict between that agreement and the **rules**, the **rules** prevail. You can ask us for a copy of the **rules**.
- 2.2** The **scheme administrator** is responsible for operating and administering the **scheme**.
- 2.3** When an individual becomes a member, a member fund will be set up on their behalf. All contributions and transfer payments invested in the **scheme** on **your** behalf will be applied to **your** member fund.

### 3. Ownership

The **scheme trustee** is the sole legal owner of all the assets relating to each member fund.

The **scheme administrator** pays the benefits from the member fund in accordance with the **rules, the terms and conditions**.

In relation to assets that are held in **your** member fund, **we** shall invest and/or appoint investment managers in accordance with (and only in accordance with) **your** instructions, subject to the conditions set out in sections 10 and 11.

### 4. Membership

**4.1** Anyone may apply to become a member.

**4.2** A parent or legal guardian may apply for membership on behalf of their child under the age of 18. Until the child reaches the age of 18, **we** will act on the instructions of the parent or legal guardian in relation to the child's member fund. Once the child reaches the age of 18, they will have full authority to give instructions in relation to their member fund, provided that they accept these **terms and conditions**.

**4.3** When the child reaches age 18, as a member who has then reached majority:

- The member must either (i) confirm their agreement to these **terms and conditions** in a form acceptable to us, or (ii) instruct us to transfer out the value of the SIPP to another **registered pension scheme** or QROPS;
- The member takes control of the SIPP and the member and the **adviser** (where appointed by the member) are responsible for giving us instructions in respect of the SIPP;
- We will no longer accept instructions from the parent or legal guardian. The parent or legal guardian will be removed from the SIPP;
- Until the member agrees to the **terms and conditions**, the SIPP will be restricted.
- We will treat the member as not having an **adviser** appointed, until they instruct us otherwise. The **adviser** previously appointed on the SIPP may request information on the plan following the member's 18th birthday, for a short period defined by us.
- Any ongoing advice fees that are being facilitated from the member's SIPP will stop (subject to the member's instruction to continue these payments).

**4.4** Any eligible dependants, nominees or successors in respect of whom an entitlement to benefits arises may participate in the **scheme** as dependants, nominees or successors by applying to take benefits in the form of **drawdown** (see section 20). We have the right to decline such an application where the eligible dependant, nominee or successor does not normally live in the UK and/or this would in, our opinion,

**4.4.1** likely lead to an **unauthorised payment**, which attracts tax charges or

**4.4.2** limit or restrict in any way our ability to administer the **scheme**.

Where **we** accept an application to take benefits in the form of **drawdown** in respect of a dependant, nominee or successor who is a child under the age of 18, section 4.3 applies but with references to "member" being read as references to the dependant, nominee or successor.

## 5. Communication

- 5.1** Any instructions from **you** to us must be in writing, via email or by facsimile and be submitted directly to us. Instructions include, but are not limited to, notices, application forms, benefit options and nominations and directions in relation to investments.

Instructions are not effective until actually received by us at the address set out in section 1.

- 5.2** We will normally communicate with **you** in writing or electronically.

- 5.3** The exceptions to section 5.1 are:

**5.3.1** where **we** agree that instructions in relation to the ongoing transactions by any investment manager should be submitted to that investment manager (see section 11) in accordance with the separate **terms and conditions** governing the operation of those services;

**5.3.2** where **we** agree that instructions:

(a) to place a buy, sell or switch transaction in relation to funds linked to any investment product held by **your** member fund; or

(b) to trade assets and investments using any agreed share dealing facility, should be submitted to the provider of the investment product or share dealing facility in accordance with the separate **terms and conditions** governing that product or facility;

**5.3.3** where **we** give notice that instructions should be submitted to any other relevant third party;

- 5.4** You authorise us and the **scheme trustee**:

**5.4.1** to rely on, and treat as fully authorised and binding on you, any decision or instruction which purports to have been given by **you** or **your adviser** without further enquiry by us; and

**5.4.2** to accept such an agreement as genuine, without the need for further investigation as to the authority or identity of the person giving, or purporting to give, such an agreement provided the instructions have been received in good faith and without negligence.

## 6. Contributions

- 6.1** Contributions may be made by members and in respect of a member by another person (including his employer) if the contribution is paid on his behalf and he is aware of the payment. No contributions may be made in respect of dependants, nominees or successors.

- 6.2** You may arrange regular or one-off contributions to **your** member fund.

- 6.3** Your personal contributions qualify for tax relief if **you** meet the conditions set out in the **Finance Act**.

- 6.4** Contributions over the limit that are eligible for tax relief can be paid into **your** member fund provided **you** notify us at the time **you** make the payment that **you** are intending to make such contributions. We are under no obligation to notify **you** if **you** are likely to be affected by the limit set by **HMRC** for tax relief on contributions. If the contributions paid by **you** result in **you** exceeding the limit for tax relief, **you** may ask us to refund the excess contributions paid by **you** to **you**. The refund to **you** would be the lower of the excess contribution or the value of the part of **your** member fund attributable to that excess contribution. In addition, **HMRC** will require us to repay the full amount of the basic rate tax relief (see section 6.11) which **we** had claimed on the excess contribution.
- 6.5** The **annual allowance** determines the total value of all contributions to all **your** tax-advantaged pension savings which can be paid by or in respect of **you**, without incurring a tax charge.
- 6.6** The standard **annual allowance** may in **your** case be:
- increased, if **you** have carried forward unused portions of **annual allowance** relating to the last three tax years;
  - decreased, if **you** have accessed any benefits flexibly and therefore the **money purchase annual allowance** applies; or
  - decreased, if **your** total income exceeds both the adjusted income and threshold income levels set in accordance with the **tapering provisions**.

The overall net effect of these provisions as each may apply to **you** will determine **your** personal **annual allowance**. We recommend that **you** consult an **adviser** if **you** are in any doubt.

- 6.7** If contributions are paid which lead to the **annual allowance** or the **money purchase annual allowance** under the **Finance Act** being exceeded, **you** will be responsible for paying the **annual allowance** tax charge arising. The excess contribution paid in these circumstances must remain in **your** member fund (invested until benefits are to be paid as set out in these **terms and conditions**).
- 6.8** Contributions can continue even after **you** take retirement benefits, but any contributions paid after **your** 75th birthday do not currently qualify for tax relief.
- 6.9** We do not impose minimum contribution levels. However, **we** reserve the right to introduce a minimum and, if **we** do, **we** will alter these **terms and conditions** as described in section 28.1.
- 6.10** Contributions can be paid by cash, cheque, standing order, BACS or direct credit. Contributions cannot be settled wholly or partially by appropriate assets rather than cash.
- 6.11** We will act as the collecting agent for all contributions and will pass monies, including basic rate tax relief on member contributions, to the **pooled bank account**. We will claim basic rate tax relief from **HMRC** on any contributions made by **you** or on **your** behalf paid as a personal contribution, for investment in **your** member fund via the **pooled bank account**, when **HMRC** pay the tax to us. Basic rate tax relief will only be applied to **your** member fund once **HMRC** pays the tax relief to us.
- 6.12** You may claim higher rate tax relief through **your** self-assessment tax return. Tax relief on personal contributions paid on behalf of a minor is attributable to the minor as opposed to the person who actually pays the contribution.

## 7. Transfer payments into the scheme

- 7.1** Subject to section 7.2, HMRC's requirements and the prior consent of the **scheme administrator**, you may transfer your benefits under another **registered pension scheme** to this **scheme**. It is also possible to transfer the value of an **income withdrawal fund** into the **scheme**.
- 7.2** Transfer payments may be arranged as a cash transfer, or by a transfer of assets, or a combination of both, from the other **scheme**. A transfer of assets is subject to:
  - 7.2.1** the assets being a permitted investment in accordance with section 10;
  - 7.2.2** the prior consent of the **scheme administrator**;
  - 7.2.3** us having obtained a current open market valuation of the assets (the cost of which, if any, being met when we are asked for payment in accordance with section 15, irrespective of whether or not the transfer is actually completed);
  - 7.2.4** full ownership of the assets being passed to the **trustees**; and
  - 7.2.5** satisfying HMRC's requirements.
- 7.3** We do not impose a minimum on transfer values. However, we reserve the right to introduce a minimum and, if we do, we will alter these **terms and conditions** as described in section 28.1.

## 8. Transfer payments out of the scheme

- 8.1** You may request a transfer of the value of any benefits under your member fund to another **registered pension scheme** or overseas pension scheme allowed by **HMRC rules**. You would need to check that the proposed **scheme** is willing to accept the transfer.
- 8.2** If you are not transferring out your whole member fund, you must tell us which assets are to be sold or cashed in before we can arrange the transfer.
- 8.3** Costs may be incurred for cashing in assets and making the transfer out (for example, by the investment manager or product provider).
- 8.4** It may be possible to make a transfer payment to another pension arrangement 'in specie' i.e. the assets are not sold but, instead, are re-registered in the name of the trustee of the new pension scheme. With an 'in specie' transfer, costs may be incurred during the re-registration process.
- 8.5** With both cash and 'in specie' transfers, costs may also be incurred if we require a current open market valuation of the assets.
- 8.6** The costs (irrespective of whether or not the transfer out proceeds) will be met, in accordance with section 15, prior to any transfer taking place. Payment of a transfer value may be delayed if there is a delay in receiving payment.
- 8.7** Subject to the requirements of the **Finance Act** you may transfer the whole of your **income withdrawal fund** at any time to another **registered pension scheme** that is willing to accept it. You should get advice from an **adviser** before considering a transfer.

## 9. Bank account records

### 9.1 On receipt, monies are deposited in a **pooled bank account**.

We will notionally record the relevant amounts in **your SIPP** bank account records. When **we** pay money out of the **pooled bank account** on **your** behalf, **we** will record this by debiting the relevant amount in **your SIPP** bank account records.

### 9.2 Our active management of customer cash means **we** can credit our customers with a competitive rate of interest. We retain some of what's earned so **we** can keep our charges low, as well as investing in our technology and propositions, and in providing higher service levels.

Our aim is to deliver excellent financial outcomes for our customers and ultimately help make their retirement more rewarding.

Details on our sharing policy are displayed on our website at [www.talbotmuir.co.uk/bank-interest-for-sipps-and-ssass/](http://www.talbotmuir.co.uk/bank-interest-for-sipps-and-ssass/) along with the actual rates applied to customer accounts, and the level of cash interest rates retained is shown on client illustrations.

### 9.3 Where the interest earned by the **pooled bank accounts** for all our customers is less than the interest paid by the banks to the **scheme trustee** across all such accounts the trustee has with them, **we** will keep the difference.

### 9.4 We may change the basis of interest and the interest rates applying to the **pooled bank accounts** (which will affect the amount creditable to **your SIPP** bank account records). Any change will reflect in our reasonable opinion a proportionate response to any change made by the bank to the basis or rates of interest paid by the bank to the **scheme trustee**.

We will give **you** as much notice as reasonably possible before changing the basis of interest or decreasing the interest rate. This will generally be at least 30 days' notice.

### 9.5 For the effective operation of **your SIPP**:

a. **you** are required to ensure that there is sufficient money in the **pooled bank accounts** (as recorded in **your SIPP** bank account records) to meet any expected single or regular payments (including our fees). If there is insufficient money notionally recorded in **your SIPP** bank account records to make such payments, including payment of any benefits to **you** or payment of fees to **your** appointed agent, **we** may not make the payment;

b. **you** agree that **we** may instruct an investment manager to transfer monies held in a bank account operated by the investment manager to a **pooled bank account** to meet the liabilities of **your SIPP**.

### 9.6 If:

a. **you** (or an investment manager) request us to transfer monies (other than regular transfers) to an investment manager, the amount to be transferred will be transferred from a **pooled bank account** to a central clearing account held by the trustee when **we** process **your** instructions;

b. **you** give us instructions to acquire an investment, the amount to be invested will be transferred from a **pooled bank account** to a central clearing account held by the trustee when **we** process **your** instruction;

- c. **we** are required to pay expenses (including fees to an **adviser** authorised by you), the amount of the expenses will be transferred from a **pooled bank account** to a central clearing account held by the trustee when **we** process the payment.
- d. **we** reclaim tax on contributions made by you, a single reclaim will be made in respect of all such contributions paid to the **scheme** and the resultant tax reclaim will be credited to a central clearing account held by the trustee pending allocation to **your SIPP**;
- e. **we** deduct tax under PAYE from income payments made to you, that tax will be credited to a central clearing account held by the trustee pending payment to **HMRC**.

We will retain any interest arising on any such central clearing account.

- 9.7 We will open **pooled bank accounts** with institutions that **we** have approved. These accounts will hold funds in sterling and will be with UK-authorised institutions legally able to accept deposits (as listed in the Financial Services Register) selected by us using documented due diligence processes. Details of the banks holding **pooled bank accounts** in respect of **your SIPP** are available from us on request.
- 9.8 Where **we** place money with a bank, **we** will exercise reasonable skill and care in selecting the bank's appointment but are not liable for the acts or omissions, insolvency or dissolution of the bank.
- 9.9 We will operate the **pooled bank accounts** on behalf of the trustee in accordance with the trust deed and **rules** and a mandate granted to us by the trustee in compliance with **FCA rules**. We will be the authorised signatory and have full authority over the **pooled bank accounts**.

Cash deposits from the **pooled bank accounts** may be placed in **pooled deposit accounts** for up to 12 months, which are unbreakable or have a defined notice period. Placing **your** cash deposits in these accounts does not in itself affect **your** ability to invest or withdraw funds from **your SIPP**. However, such amounts may not be immediately available for distribution in the event of default by us or of one of the banks or other financial institution with whom **your** cash is held.

- 9.10 In the event of a default by a bank holding monies in a **pooled bank account** or a **pooled deposit account**, **your SIPP** will share proportionately in any shortfall in the **pooled bank account**. We or **you** may be able to claim under the Financial Services Compensation Scheme.
- 9.11 **Your SIPP** can also open other deposit accounts if **you** wish, but our mandate over SIPP bank accounts will apply to these accounts and **we** must be able to receive regular statements. All payments into and out of the SIPP, such as contributions, benefit payments, investment purchases and sales must be made through the **pooled bank account** (and recorded in **your SIPP** bank account records) for administrative purposes. We may charge additional fees for operating other bank accounts.

## 10. Investments

- 10.1 Investments are only permitted in a single discretionary fund management portfolio as selected from time to time by the **scheme administrator**.
- 10.2 We have the right to decline to accept an investment into the **scheme**.

- 10.3** The purpose of a **registered pension scheme** must be the provision of retirement income or lump sums as specified in the **Finance Act**. The investment objectives of the **scheme** must have due regard to this.
- 10.4** Any investment instruction will only be carried out where there are sufficient cleared funds available to complete the transaction.
- 10.5** We, and any appointed third parties, have the right to decline to accept instructions, for example, where an instruction is received to purchase an asset which falls outside the range of permitted investments.
- 10.6** In our capacity as **scheme administrator** and **establisher**, **we** will not give advice, nor accept any liability for the performance or choice of any investment in relation to the **scheme**.

## **11. Investment management**

- 11.1** We will not accept any liability for the performance or choice of any investment manager.
- 11.2** Subject to section 10.1 **you** are responsible for deciding the manner in which **your** member fund is invested. Any investment instruction must be submitted to us in accordance with section 5 and subject to section 10 will be followed by us where the instructions meet our reasonable requirements.
- 11.3** You are responsible for ensuring **you** understand the **terms and conditions** that apply to any investment account opened or investment manager appointed by us at **your** request.
- 11.4** At **your** request **we** will release the monies to the appointed investment manager once the investment manager has opened an account relating to **your** member fund. The costs arising from the investment manager's commissions, fees and disbursements relating to **your** member fund will be borne by the investments under the control of the investment manager relating to **your** member fund.
- 11.5** Any investment manager to be appointed will be able to provide full details of their charges.

## **12. Stock custody**

- 12.1** Permitted investments may be registered in the name of nominee companies used by any investment manager appointed in accordance with section 11.
- 12.2** The costs arising from fees and charges of any nominee or custodian relating to stock registration or custody and settlement shall be charged to the **scheme** in accordance with section 15.
- 12.3** In relation to any investment held in accordance with section 11 **we** are not responsible for providing any advice regarding the assets held in these arrangements.

### 13. Borrowing

- 13.1** Your SIPP is not permitted to borrow.

### 14. Statements

- 14.1** You must agree with **your** investment manager appointed in accordance with section 11 how often investment updates are issued, including transaction details and a portfolio valuation during the period.
- 14.2** We will arrange to send **you** a yearly statement covering investments relating to **your** member fund. This will give details of all investments relating to **your** member fund although (due to issues of timing and costs in obtaining valuations) this may not be a current valuation. If **you** ask us for a current valuation, the cost (if any) of obtaining this will be charged in accordance with section 16. If **you** require an additional summary of investments at any time, **we** will apply an additional charge for each and every statement. This additional charge shall be met in accordance with section 16. Please refer to the **schedule of fees and services** for more details.
- 14.3** If **you** have utilised **drawdown**, **we** will give **you** separate details of the income payments made from **your** member fund.

### 15. Charges

#### 15.1 Amount of charges

The **schedule of fees and services** available on request sets out the charges that may become payable to us and the annual increase that is applied to our charges. The charges that will actually become payable will depend on the investments **you** select, the benefits **you** take and any administrative or other requests **you** make. Additional services outside our normal administration activities will be charged on a 'time-cost' basis (hourly rates for the service).

We may review and amend our **schedule of fees and services** as explained in section 28.

All charges quoted are exclusive of any VAT, stamp duty and other applicable taxes and/or duties, which, if payable, are in addition.

#### 15.2 Payment of charges and other sums due

All charges and other sums due in respect of **your** member fund or from **you** personally, including under these **terms and conditions**, must be paid out of funds held in the **pooled bank account**, or from any other account that **we** agree. You are responsible for ensuring that there are sufficient funds available in good time to pay charges or any other sums due. We will advise **you** if it has not been possible to pay any amounts due. If there is not enough money in any **pooled bank account** in respect of **your** member fund to meet charges or other amounts as they fall due, **we** may cover the shortfall by arranging the sale of investments held within **your** member fund. If there is more than one type of investment in **your** member fund, **we** will normally follow the process set out in section 16.1.

Important: If any shortfall remains after the sale of all investments held within **your** member fund, **you** will be personally responsible for paying the outstanding charges or other sums due and **you** will personally indemnify us, subject to section 31.2, in respect of all or any costs, claims, expenses, tax charges, demands and losses that may arise in respect of **your** member fund.

## 16. Realisation of assets

**16.1** Where there are insufficient cleared funds in any **pooled bank account** relating to **your** member fund to meet payments that are due to or from **your** member fund, **we** will carry out the following procedure:

**16.1.1** **we** will ask **you** to provide additional contributions (where appropriate) or instructions to sell assets (or a combination of both) to provide sufficient funds. The instructions to sell assets must specify the assets **we** should sell, and the order in which **we** should sell them;

**16.1.2** if **we** do not receive additional contributions and/or instructions to sell assets that would together provide sufficient cleared funds within one month (or such longer period as **we** allow) of our request, **we** reserve the right to arrange for assets to be sold in such order as **we** determine:

By joining the **scheme**, or applying for dependant's, nominee's or successor's **drawdown**, **you** agree and accept that in these circumstances **you** authorise us to sell assets as set out above.

**16.2** **We** may make a charge to the **scheme** for co-ordinating the sale of assets under section

**16.2.1** and will deduct this charge from **your** member fund. Please refer to the **schedule of fees and services** for the charges that will apply. This is in addition to other parties' costs incurred in valuing and selling the assets.

**16.3** **We** will write to **you** as soon as practicable to confirm the intention to sell assets and the order in which **we** will do this. **We** will also write to confirm details after the assets have been sold and the amount of any charge made.

**16.4** In some circumstances, it may be necessary to sell or cash in assets at whatever price is available at the time. This may result in the cashing in of assets when the relevant market is depressed. Assets may have to be cashed in:

**16.4.1** to provide a lump sum death benefit (see section 25 for details of the time limits on payment of lump sum death benefits);

**16.4.2** to facilitate other benefit payments; or

**16.4.3** on implementing the **scheme** wind up provisions (as described in section 29).

**16.5** As an alternative to cashing in assets in accordance with section 16.4, it may be possible to settle the transaction by a transfer of assets.

**16.6** Cashing in any investment will be governed by the **terms and conditions** of that investment. Such **terms and conditions** may include a right for the investment provider to delay the cashing in.

- 16.7** In certain circumstances, as are notified to **you** from time to time, for example where any investment is not on or stops being on the **permitted investments list**, **we** may sell any investments in **your SIPP**. We will tell **you** if an investment is sold and the reasons for the sale. We are not liable or responsible for any loss or missed profit if **we** sell an investment under this section.

## 17. Timely execution

- 17.1** We will transact all investments as soon as is reasonably practicable after **we** receive complete and unambiguous instructions. You can obtain details of what is 'reasonably practicable' for a particular investment from **your adviser**. By transact **we** mean that **we** will have completed our part in the buying or selling process for that investment, such as filling in an application form or sending money to an appointed investment manager. As long as **we** have acted as soon as is reasonably practicable, **we** are not liable or responsible for any loss or missed profit between the time that **we** received the instruction and the time that it was completed.
- 17.2** Where it has not been possible to sell an investment in **your SIPP** within such reasonable period as **we** determine and where permitted by the **FCA** and **HMRC**, then **we** may require **you** to purchase it at the higher of its current market value or £1.00. The charges described in the **schedule of fees and services** will apply.

## 18. Member's retirement

### This section applies to Member's retirement benefit only

- 18.1** As part of the process to join the **scheme**, **we** require **you** to choose a retirement date – the date when **you** intend to take retirement benefits.

This date must be on or after **your** 55th birthday (on or after **your** 57th birthday from 6 April 2028), or such other date as may be **your minimum pension age**.

You may change **your** chosen retirement date (within the range allowed by **HMRC rules**), but if **you** do so **you** must inform us. You do not need to retire to take benefits.

You may be able to access benefits before **your minimum pension age**, if **you** are in ill health. If **you** are in ill health, please ask us for details.

Contributions can continue to **your** member fund even after **you** take retirement benefits in terms of sections 19 and 20.

- 18.2** Before **you** can take retirement benefits, there must be sufficient cleared money in the **pooled bank account** relating to **your** member fund. To achieve this, assets may need to be realised (cashed in or sold) under the procedure set out in section 16. Some assets (for example, property) may take longer to realise than others. This could delay benefit payment. Alternatively, there is the option to make payment by way of an in-specie transfer of an asset.
- 18.3** The value of the member fund being used to provide tax free lump sum benefits must be tested against allowances called the Lump Sum Allowance and **Lump Sum and Death Benefit Allowance**, set by **HMRC**. Any benefits taken above either allowance will be subject to tax under PAYE at **your** marginal rate. We will deduct the tax charge due from the retirement benefits being taken and pass this to **HMRC**. For further details, please contact us.

**18.4** The options for taking benefits from **your** member fund are:

**18.4.1** A tax-free lump sum of up to 25% (in some circumstances it may be possible to take more than 25% tax free).

**18.4.2** With the balance of **your** member fund (after the tax-free lump sum) **you** may:

- (a) buy a **lifetime annuity** – see section 19, or subject to our agreement;
- (b) choose **drawdown** - see section 20.

## 19. Lifetime annuity option

A **lifetime annuity** pays an income for the rest of an individual's life. There are different ways in which a **lifetime annuity** can be paid. Please ask **your adviser** for more details if **you** are interested in this option.

The **rules** allow **you** to purchase a **lifetime annuity** with an insurance company using the value of the whole or part of **your** member fund. This is known as the open market option.

The **lifetime annuity** option is also available where income has been taken initially on the **drawdown** basis (see section 20).

We require the appropriate documentation to be completed before a **lifetime annuity** is purchased. You must agree the relevant amount to be transferred to the pension company to buy the **lifetime annuity** contract, and that **you** have no further interest in the member fund in respect of the amount used to buy the **lifetime annuity**.

## 20. Drawdown

**20.1** You may draw an income as **drawdown** from **your** member fund instead of buying a **lifetime annuity**. You can start **drawdown** at any time from **your minimum pension age** (or possibly earlier if **you** are in ill-health).

**20.2** You may choose for **drawdown** income to be paid on a monthly, quarterly, half-yearly or yearly basis. We will require **you** to complete, and return to us, certain paperwork (which **we** will supply) before **you** can start **drawdown**.

**20.3** Unless otherwise agreed between **you** and us, **you** may choose to take any level of income which may be permitted by the **Finance Act** from time to time. After taking a tax-free lump sum, **you** can choose not to take any income. You may also increase, reduce and/or ask us for an extra one-off **drawdown**, within any relevant limits. If **you** ask for a change in the level of **drawdown**, a charge may be incurred. Please refer to the **schedule of fees and services** for details of when this charge applies.

## 21. Benefits following a member's death

If **you** die with any remaining member fund it will be applied in accordance with the **rules** and the **terms and conditions**.

## 22. Dependant's or nominee's pension

**22.1** Where **your** eligible dependant or nominee has confirmed to us that any part of **your** member fund should be allocated to provide pension income to them, each specified eligible dependant or nominee must decide whether the part of the member fund allocated to them should be used to:

**22.1.1** buy a **lifetime annuity** in their name (see section 19);

**22.1.2** apply to take **drawdown** (see section 20).

If the eligible dependant or nominee applies for **drawdown**, the eligible dependant, or nominee must agree to the **terms and conditions**.

## 23. Benefits following death of dependant or nominee

**23.1** If a dependant or nominee dies while taking income through **drawdown**, the dependant's or nominee's **income withdrawal fund** may be paid as follows:

**23.1.1** applied to provide **drawdown** for a successor nominated by the dependant or nominee pursuant to the **Finance Act**, subject to any tax that may be due;

**23.1.2** paid as a lump sum, after deduction of any tax charge in accordance with section 26; or

**23.1.3** paid as a lump sum to any charity or charities that the dependant or nominee specifies to us.

## 24. Benefits following death of a successor

**24.1** If a successor dies while taking income through **drawdown**, the successor's **income withdrawal fund** may be paid as follows:

**24.1.1** applied to provide **drawdown** for a successor nominated by the successor pursuant to the **Finance Act**, subject to any tax that may be due;

**24.1.2** paid as a lump sum, after deduction of any tax charge in accordance with section 26; or

**24.1.3** paid as a lump sum to any charity or charities that the successor specifies to us.

## 25. Lump sum death benefits

**25.1** We may pay a lump sum from **your** member fund in accordance with the **rules** of the **scheme**. We will decide who should receive a lump sum, and how much, from the list of beneficiaries described in the **rules**. You can help us make this decision by giving us the names of the nominees to whom **you** would like us to pay the lump sum death benefit. These can include **trustees** of a trust. We are not obliged to follow **your** wishes. It may be possible for the recipient of a lump sum death benefit to request it to be paid as a pension instead.

**25.2** Where the member, dependant, nominee, or successor dies before age 75 any payment out of an uncrystallised or crystallised fund in accordance with this section must be paid within two years of the date **we** first received notification of **your** death, or the date **we** could have first reasonably been expected to have known if earlier. If payment is not made within the two year period or is higher than the **Lump Sum and Death Benefit Allowance** as set at the time by **HMRC**, it will be taxed at the recipient's marginal rate.

## **26. Taxation of payments**

**26.1** If **you** are receiving income payments from the **scheme**, the income **you** receive will be taxed under the Pay As You Earn (PAYE) system. We are only able to use the information provided to us at the outset and will contact **HMRC** to obtain the correct tax code, where **we** have not been provided with a valid P45 for the tax year. This may result in too much tax being collected and **you** may have to reclaim it directly from **HMRC**.

**26.2** If **you** are receiving income payments from the **scheme**, **we** will provide **you** with a P60 at the end of each tax year showing the gross income paid, tax code used and details of any tax deducted.

## **27. Complaints and compensation**

Should **you** wish to register a complaint in relation to the operation of the **scheme**, **you** should do this verbally or in writing, addressed to us. We have the right to telephone you, or someone else nominated by you, to discuss any administrative aspects without having been expressly invited by **you** to do so.

If **you** are not satisfied with any aspect of the service that **you** have received from us, **we** have a formal complaints procedure, a copy of which is available on request.

If **you** are not happy with our response to **your** complaint under our formal complaints policy, **you** may have the right to refer it to the Pensions Ombudsman (PO') or the Financial Ombudsman Service (FOS').

The Financial Ombudsman Service (FOS) and The Pensions Ombudsman (PO) are both independent statutory bodies that investigate and adjudicate on disputes between pension schemes and members, but only after **you** have complained to us and tried to resolve the dispute using our complaints procedure. We will tell **you** about any ombudsman referral rights **you** may have.

### **FOS contact details:**

The Financial Ombudsman Service Exchange Tower London E14 9SR Telephone: 0800 0234567

### **PO contact details:**

The Office of the Pensions Ombudsman 10 South Colonnade, Canary Wharf, E14 4PU  
Telephone: 0800 917 4487

### **Compensation**

The Financial Services Compensation Scheme (FSCS) is a **scheme** that provides limited compensation for customers who might otherwise lose out if a company regulated in the UK by the Financial Conduct Authority is unable to pay claims against it.

Investments in **your** member fund may be covered by the FSCS.

#### FSCS contact details:

Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY  
Telephone: 0800 678 1100

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

Please ask us if **you** have any questions about the FSCS or the protection it provides.

#### MoneyHelper

MoneyHelper is an independent non-profit organisation providing free information and guidance on pensions to help pension scheme members who require guidance, have a problem, complaint or dispute with their pension scheme.

#### MoneyHelper contact details:

[moneyhelper.org.uk/en/contact-us/pensions-guidance](https://moneyhelper.org.uk/en/contact-us/pensions-guidance)

Telephone: 0800 011 3797

## 28. Variations to the terms and conditions

**28.1** We reserve the right to amend or supplement the **terms and conditions** from time to time on giving 30 days' written notice (or such other period allowed or required by law) to you. We will send such written notice to the last address **you** gave us. The changes notified in this way will be effective from the date stated in the written notice.

During the notice period, if **you** are unhappy with the proposed amendment or supplementary **terms and conditions** that **we** provide, **we** will not increase the transfer out fees and charges and **you** will be free to transfer **your** member fund to another **registered pension scheme** (subject to the existing transfer out fees and charges). For the avoidance of doubt, any fees and charges involved in cashing in or selling assets will be at the rates applicable at the time of realisation and/or encashment, as appropriate.

**28.2** We will only alter the **terms and conditions** for the following valid reasons:

- 28.2.1** relevant changes in pensions, tax or other relevant UK or European case law or legislation;
- 28.2.2** relevant changes in the reporting requirements, regulatory regime, relevant industry guidance and codes of practice (including recommendations or decisions by the **FCA**, the Financial Services Compensation Scheme, the Financial Ombudsman Service or the Pensions Ombudsman);
- 28.2.3** changes in how the London Stock Exchange or other different investment markets may work which may impact on the **scheme**;
- 28.2.4** changes in investment/share dealing or administration which may impact on the **scheme**;
- 28.2.5** to correct manifest errors or other issues outside our control and avoid cross-subsidy between member funds where the charges for any service is, in our opinion, no longer reasonable;

- 28.2.6** changes in ownership of our business or how it operates;
- 28.2.7** changes in our services;
- 28.2.8** changes to the services provided by third parties appointed under the **scheme**;
- 28.2.9** appointment by us of alternative third parties to provide services under the **scheme**;
- 28.2.10** any other reasonable issues outside our control.

## 29. Winding up of the scheme

- 29.1** The **terms and conditions** shall continue until **your** member fund has been extinguished by the payment of a transfer value to another **registered pension scheme** or the provision of pension/death benefits outside or the **scheme** is wound up in accordance with the **rules**.
- 29.2** On wind up, **we** will apply the assets of **your** member fund as set out in the **rules**.
- 29.3** On wind up, no fees or charges already paid shall be refunded and those due shall remain so and will include any charges associated with undertaking any transaction necessary to wind up the **scheme**. On wind up, the obligations of payment of charges in section 15 and the provisions in section 30 shall continue in full.
- 29.4** Wind up will be without prejudice to the completion of transactions already initiated. The **trustees** are authorised to continue to operate the **pooled bank account** and any other accounts relating to **your** member fund to our order and direction for the purposes of receiving monies, paying benefits and paying any expenses or charges due to us, the **establisher**, the **scheme trustee** or other parties.

## 30. Additional information

- 30.1** We undertake not to disclose personal information coming into our possession at any time during the life of the **scheme**, except where expressly authorised to do so, or where required to do so by law.
- 30.2** The tax reliefs referred to in the **terms and conditions** are those available under current legislation, which may change. The value of the tax reliefs depend on individual circumstances.
- 30.3** Notwithstanding anything to the contrary in the **terms and conditions**, only those options described in the **terms and conditions** will be made available under the **scheme** unless **we** notify **you** in writing to the contrary.
- 30.4** We may decide to change the provisions of the **scheme's rules** to meet with any changes to law or regulation affecting the **scheme**.
- 30.5** Any notice **we** serve in relation to the **scheme** will be sent to **your** last known address for correspondence according to our records. Any such notice sent by post will be deemed to have been received by **you** within three working days.
- 30.6** You need to tell us as soon as **you** move to another address.
- 30.7** We have the right to delay calculation of any amount due under the **scheme** until **we** have received satisfactory proof of ownership. Similarly, the exercise of rights conferred by the scheme and payment of any benefit is subject to the satisfactory proof of ownership.

**30.8** By agreeing to these **terms and conditions**, **you** agree that the law of England and Wales applies to the scheme.

**30.9** Subject to 30.10, nothing in the **terms and conditions** expressly or impliedly confers any right on any third party to enforce any of its provisions under the Contracts (Rights of Third Parties) Act 1999. For the purpose of this section, a third party is any party which is not us, the **establisher** or the **scheme trustee**.

**30.10** We, the **scheme trustee**, and **you** can enforce the **terms and conditions**.

**30.11** These **terms and conditions** will only apply provided they are not held by a relevant court or decided by the **FCA** to be unfair contract terms or reasonably considered by us to be unfair contract terms. If a term is held, viewed or considered to be unfair, it will, as far as possible, still apply but without any part of it which could cause it to be held, viewed or considered unfair.

**30.12** For the purposes of section 16 only, where **you** are unable to act due to serious ill health, physical or mental incapacity, **we** may at our sole discretion require medical advice to that effect (the cost of which will be met from the **your** member fund).

Subject to such medical advice, **we** may accept the directions of any legally authorised party acting on **your** behalf. We, and the **scheme trustee**, will not be liable for any or all losses, costs, actions, proceedings, claims and demands which may be incurred by or brought or made against any or all of us or them arising directly or indirectly from us or them having acted in good faith (as described in this section).

## **31. Liability and indemnity**

**31.1** To the extent allowed by law and **FCA** rules, **we** do not accept liability:

**31.1.1** for any or all losses, costs, actions, proceedings, claims and demands which may be incurred by or brought or made against us arising directly or indirectly from us having acted in good faith pursuant to any purported instruction relating to benefit options or nominations and any purported investment directions;

**31.1.2** to **you** or any other person entitled to benefit under the scheme for any loss that may be incurred as a result of any error by **you** except where the error arises as a direct result of our negligence, wilful default or fraud;

**31.1.3** for any instruction or investment direction sent by you, or **your** representatives or agents, but not received by us;

**31.1.4** for any failure or delay in implementing any instruction or investment direction which is caused by circumstances beyond our reasonable control, including but not limited to acts of God, fires, strikes, terrorism, power failures, intervention by exchanges or regulators, court orders, failure or error of any equipment, telecommunications, intermediary, exchange, counterparty product provider or bank; and

**31.1.5** for default or any losses whatsoever caused by any third parties, nominees, other custodians, banks or authorised institutions which hold any assets including, but

not limited to, insurance company unit-linked funds, stocks and shares, unit trusts, Open-Ended Investment Companies (OEICs) and investment trust companies and cash for the purpose of **your** member fund.

**31.2** In accepting the **terms and conditions**, **you** agree that **you** will be responsible to us for all reasonable costs, claims, expenses, tax charges, demands and losses whatsoever that **we** may suffer or incur in performing our duties under the **terms and conditions** or carrying out our lawful duties and responsibilities in relation to **you** and **your** member fund. You will not, however, be responsible for any costs, claims, expenses, tax charges, demands and losses resulting directly from any negligence, willful default or fraud committed by us or our employees.

## 32. Glossary

The following words and expressions, which appear in italics, have the meanings as set out below:

**adviser** means a financial **adviser** who is authorised and regulated by the **FCA** and is appointed by **you** to receive communications in respect of **your** **SIPP** and may include giving instructions on **your** behalf on all matters concerning **your** **SIPP** including buying and selling investments.

**annual allowance** means the **annual allowance** under section 228 of the **Finance Act**;

**dependent** means:

- an **eligible dependent** who has applied to take benefits, and has been accepted under section 4.3 (Membership) to receive benefits in the form of **drawdown**; or
- a person who has become entitled to **drawdown** on the death of a member under another **registered pension scheme** and who transfers that entitlement to the scheme in accordance with section 7.1 and has not subsequently died or left the scheme.

**drawdown** means income withdrawals direct from **your** member fund. Please see section 20 for further details.

**eligible dependent** means, in relation to a member, a person falling within any of the following categories at the date of their death:

- the member's wife, husband or civil partner;
- any child of the member who has not reached the age of 23 (any pension to a child will cease on the child's 23rd birthday unless the child is also **dependent** or mutually **dependent** on the member because of physical or mental impairment);
- any child of the member who has reached the age of 23 and in our opinion is **dependent** on the member because of physical or mental impairment; or
- any other individual who in our opinion is financially **dependent** on the member, or who is in a mutually **dependent** financial relationship with the member or is **dependent** on the member because of physical or mental impairment.

**establisher** means Talbot and Muir Limited, or any successor appointed for the time being in accordance with the **rules**.

**FCA** means the Financial Conduct Authority.

**Finance Act** means the **Finance Act** 2004 as amended from time to time and any subsequent

relevant Finance Acts.

**HMRC** means His Majesty's Revenue & Customs.

**income withdrawal fund** means any part of an member fund which is designated as available for the provision of **drawdown**.

**lifetime annuity** means an annuity contract purchased from an insurance company, which provides an income for life.

**Lump Sum and Death Benefit Allowance** means the maximum amount available to draw tax free lump sums from during both the members life and designation of their death benefits.

**minimum pension age** means normal **minimum pension age** under the **Finance Act**, or such other earlier age registered for protection in relation to a specific member with **HMRC**.

**money purchase annual allowance** means the reduced limits imposed in relation to the **annual allowance** under section 227ZA of the **Finance Act** applicable when benefits are first taken either from a flexi-access **drawdown** fund, or as an **uncrystallised fund pension lump sum** .

**permitted investments list** means the current list of investments permitted (at our sole discretion) by us and compatible with the scheme's continued status as a **registered pension scheme**, as published by us from time to time.

**pooled bank account** means a notional account, comprising monies held in one or more **pooled bank accounts** as described in section 9. The **pooled bank accounts** are accounts opened with a bank or other approved credit institution(s) as **we** may from time to time decide. They are operated by the **scheme trustee** and hold monies in respect of **your SIPP** and other members of the scheme.

**pooled deposit account** means an account with a bank or other financial institution that **we** choose, and that holds aggregated cash deposits from the **pooled bank accounts**

**registered pension scheme** means a pension scheme registered under Part 4 of the **Finance Act**.

**rules** means the trust deed and **rules** that established and govern the scheme, as amended from time to time.

**schedule of fees and services** means the most recent schedule setting out the fees for services provided to **you** under the scheme as **we** may at our discretion amend or alter from time to time.

**scheme** means the Simple Retirement Account governed by the **rules**.

**scheme administrator** means Talbot and Muir Limited, or any successor appointed for the time being in accordance with the **rules**.

**scheme trustee** means TM Trustees Limited, or its successor as appointed as the **scheme administrator** in accordance with the **rules**.

**tapering provisions** means the provisions for the reduction of the lifetime allowance of certain higher- income individuals under section 228ZA of the **Finance Act**.

**terms and conditions** means these **terms and conditions** as amended from time to time.

**trustees** mean, jointly, the **scheme trustee** and any other person who may be appointed as a trustee from time to time.

**unauthorised payment** means an **unauthorised payment** (as defined in section 160(5) of the Finance Act), which attracts tax charges.

**uncrystallised fund** means, in relation to a member only, any part of **your member fund** that has not been applied towards the provision of any benefit under the **scheme**.

**uncrystallised fund pension lump sum** has the meaning given in the Finance Act and means a lump sum paid from **your uncrystallised fund**.

**your SIPP** means the self-invested personal pension product issued under the **scheme**.

**For literature in alternative formats, such as Braille, large print, audio or E-Text, please call us on 0115 841 5000 (or via Relay UK on 18001 0115 841 5000).**

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