



Adviser's guide

people's
pension

Facilitated adviser charge

A pension with purpose

An introduction to facilitated adviser charging

People's Pension supports a single, simple one-off adviser charging option.

How does it work?

As part of your business process, you'll agree with your client how they will pay for your advice services related to their pension with us. This will include the impact that the cost of advice may have on their pension pot.

You and your client will then complete the 'Facilitated adviser charge request form' and send it by email to FAC@peoplespartnership.co.uk. You can ask for the charge to be taken, either as a monetary amount or a percentage from the total pension pot value or from a payment into your client's account. For example:

- You complete a financial review with your client, who has £100,000 in their pension with us. You charge £2,000 for your advice service and we pay the £2,000 directly to your firm.
- You advise your client to combine pensions by transferring £50,000 into their pension with us. You charge 2.5% for your advice service and we pay you £1,250 after they've received the transfer into their pension.

If your charging arrangement with your client is more complex than these options, you'll need to provide us with specific written instructions. We'll then review your request and attempt to process it as fast as possible.

If the charge needs to be processed at a particular time, you'll need to provide these details along with the request form. For example, because of tax year implications or taking tax-free cash.

Once we've received the request form, we'll check all the information is present and correct. We'll confirm your client's details, your regulatory permissions and your bank details. We'll also complete a 'sense' check of the charge you've requested.

If the information on the request form is unclear or incomplete, we'll contact you for more information. This may delay when we can send the payment to you.

Once we have all the information needed, we'll process your request, and you should receive your payment within 2 weeks. Please note, there may be certain circumstances or certain times of the year when your request may take longer.

If the payment relates to a one-off contribution or a transfer in, we'll wait until this money is in the member's pot before sending you the payment.

After we've approved the payment, we'll send you and your client written confirmation. We'll make this payment to your verified business bank account.

Before we can pay the adviser charge, the following conditions need to be met:

- You're authorised by the Financial Conduct Authority (FCA) to give regulated advice about pensions and pension transfers if appropriate.
- The member needs to have a minimum of £2,000 left in their pension after we've taken the charge.
- The advice isn't about transferring benefits away from The People's Pension to another provider.
- The payment can't include VAT.

Frequently asked questions

Where can I find information about my client's pension with you?

You'll need to send us a letter of authority with a request for a 'Member information pack'. You can send the request by email (memberinfo@peoplespartnership.co.uk) to our team. If you need additional member information that's not available in the pack, you'll need to send a letter asking for the information.

Where can I find information about your fund performance?

Information about our investment funds and their performance can be found at:
www.thepeoplespension.co.uk/investments

What happens if the client changes their mind?

We'll process requests on receipt. If it has not been processed, we'll cancel the request and take no further action. However, once the charge has been paid, we're unable to stop the transaction.

If I belong to a network, which bank details should I provide?

We recognise that advisory firms come in many shapes and sizes, and their banking arrangements can be complex. So we suggest you contact your network's payment team and ask for the relevant banking information.

Why do you need to complete a 'sense' check on the charge?

As a master trust workplace pension, we're required under HM Revenue & Customs unauthorised payment regulations to ensure:

- The advice relates to your client's pension with People's Pension.
- There's a genuine commercial remuneration agreement between you and your client.
- The charge is appropriate for the advice you've given.

Why don't you offer ongoing advice payments?

As People's Pension has a small range of investment funds with strong in-house fiduciary management and trustee oversight, we don't believe it's appropriate to offer ongoing charges. If this changes in the future, we'll let you know.

Can the charge be paid before the member has made a one-off contribution or a transfer into your pension?

No. We're unable to take the payment before this is added into a member's pension from a one-off contribution or transfer in. This money needs to be invested first. If this changes in the future, we'll let you know.

Need more information?

For general queries about the facilitated adviser charging option, contact our processing team on FAC@peoplespartnership.co.uk or your Relationship Manager at People's Pension.