

## Wincanton plc Pension Scheme

# Frequently Asked Questions

### **When can I access my pension?**

Legally you can't access your pension before the age of 55 (57 as of 6 April 2028), unless you make a claim due to ill health. If you wish to retire early due to ill health, you'll need to provide medical evidence and may need employer and Trustee approval. Please contact us for more details.

### **How can I update my details?**

You can view and update your personal details by logging in to your secure online account at [portal.hartlinkonline.co.uk/wincantonpensions](https://portal.hartlinkonline.co.uk/wincantonpensions). You can also change your investment choices.

### **Can I request a projection to a different date?**

You can use the retirement illustrator within the online portal to see how retiring at a different date affects your defined contribution (DC) pension projection. Log in at [portal.hartlinkonline.co.uk/wincantonpensions](https://portal.hartlinkonline.co.uk/wincantonpensions) to view it.

### **I have a defined benefit (DB) pension. Where can I find out about this?**

The DB section closed on 31 March 2014. All members received a leaver statement confirming their accrued benefits to date of leaving and their options. If you want more information about your benefits or a retirement illustration, please contact Capita, the Scheme administrator.

# How do I access my online pension account?

To access your account online, make investment decisions and update your personal details, you can log in to our online portal.

## If you're new to accessing your online pension account, please follow these steps:

You will need your:

- National Insurance number • Email address • Telephone number



Go to [portal.hartlinkonline.co.uk/wincantonpensions](https://portal.hartlinkonline.co.uk/wincantonpensions)



Click the '**Register**' button at the top of the page



Enter the registration details listed

**Note:** You will need to be able to remember your **login name, password, security question,** and **security answer.** These are very important.

Keep a note of the email address you register with.

You will be provided with a PIN. Take note of this as you will need it to log in to your account again.

## If you've logged in before, please follow these steps:



Go to [portal.hartlinkonline.co.uk/wincantonpensions](https://portal.hartlinkonline.co.uk/wincantonpensions)



Click the '**Login**' button at the top of the page



Enter your login name and personal details as prompted



Enter the requested characters of your password and PIN

## I can't remember my login name. What do I do?



Click '**Login Name Reminder**' on the left of the page, within the dropdown menu



Enter the Re-captcha security code and the email address you registered with



You'll then receive an email with a login reminder

**Note:** If you can't remember the email address you registered with, you'll need to contact Capita, the Scheme administrator, to gain access to your online account.

## What is Multi-Factor Authentication (MFA)?

The online portal has now been updated to include MFA. MFA is a quicker, more secure way of accessing your pension account details. Instead of relying purely on your memory, MFA uses multiple layers of security:

- Something you know, such as your password
- Something you own, like your phone

When you log in to your online pension account, we'll send either:

- a secure login code to your phone via text message, or
- a verification notification to your authenticator app (e.g. Google Authenticator or Microsoft Authenticator).

You can choose which one you'd like to receive when you sign up for MFA. If you're already registered for the portal, you'll be prompted to sign up when you log in after the new version goes live.

Simply enter the code when prompted or verify the notification on your phone to log in and access your pension information. There's no need to remember a PIN.

## What are my retirement options?

When you choose to access your DC pension from the Scheme, you can do so in a number of ways:

- **A single lump sum**

You could take all of your pension savings as a single lump sum. 25% may be paid tax-free, the rest would be taxed at your marginal rate. Be aware that this could move you into a different tax bracket.

- **A series of lump sums**

You might decide that the best thing for you is to leave your money in your pension pot and only withdraw it when you need it, as a series of lump sums. This gives you the freedom to take your money when you want, while taking advantage of tax allowances. 25% of each lump sum will be tax-free and the rest will be taxed. You can take up to five withdrawals.

- **An annuity**

You could use your savings to buy an annuity (a secure income for life). There is also the option of a tax-free cash lump sum plus an annuity using the remainder of your savings. An annuity provides a confirmed regular income for the rest of your life, so you don't need to worry about your payments stopping at any point.

- **Transferring to another provider**

If you'd like to retire in a way not offered by the Scheme, you can transfer your pension to a different provider. See **I want to transfer to another provider** on the next page for more details.

# Transferring

## How do I transfer in to the Scheme?

If you'd like to transfer your existing pension into the Scheme, we'll need you to follow the process below:

- Request a Transfer in Authority Form from Capita, the Scheme administrator
- Complete and return the Authority Form, giving Capita signed permission to contact your existing scheme (the 'transferring scheme') on your behalf and get the information we need to receive your pension
- When we receive your completed form, we will contact the transferring scheme on your behalf
- The transferring scheme will send the transfer pack to us\*
- We'll review the pack and check the transfer is possible
- We'll then send you discharge forms where applicable, as well as our transfer value quote and option form, which you'll need to complete to confirm you still wish to go ahead with the transfer
- When we have the completed forms, we request payment from the transferring scheme
- When the funds have been received and we've had written confirmation from the transferring scheme, we'll invest the funds and write to you to confirm the transfer is complete

\*Some schemes will send the transfer pack directly to you. If this happens, we'll need you to send it on to us.

**Note:** Transfers in usually take a minimum of **6 weeks**. This can be longer if there are any delays or queries whilst the forms are being completed.

Before transferring in to the Scheme we recommend taking independent financial advice. We can accept pensions with protected rights (including Guaranteed Minimum

Pensions) but these will be treated as 'ordinary rights' when they've been transferred.

The Scheme cannot accept transfers of crystallised funds.

For more information, please visit the government's free guidance site:

**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

## I want to transfer to another provider. How do I do this?

To combat pension scams, new regulations have been introduced which require pension scheme trustees to prevent a transfer if they suspect it may not be legitimate. Trustees are able to request extra information to satisfy themselves that the transfer is genuine. This can take time, so please be patient; remember, this is to help keep your pension safe.

If you'd like to transfer your funds away from the Scheme, please contact our administration team. We always recommend seeking financial advice before making any decisions to transfer.

You can access free guidance at **[www.moneyhelper.org.uk/en/pensions-and-retirement](http://www.moneyhelper.org.uk/en/pensions-and-retirement)**

## How do I contact the Scheme administrator?

You can contact Capita, the Scheme administrator, using the following details:

**Post:** Wincanton plc Pension Scheme, Capita Pension Solutions, PO Box 555, Darlington, DL1 9YT

Alternatively you can log in to the online pension portal at

**[portal.hartlinkonline.co.uk/wincantonpensions](http://portal.hartlinkonline.co.uk/wincantonpensions)** and complete the 'contact us' form.

**Web:** [www.wincantonpensions.co.uk](http://www.wincantonpensions.co.uk)

**Tel:** 0345 122 2032