



## Benefit Payment Form

Capped or Flexi-access Drawdown - For non-advised customers only



### Important information

**Please be aware that there is an error in legislation that impacts how the maximum amount that can be paid as scheme specific tax-free cash is worked out. HM Revenue and Customs (HMRC) have recommended that until the legislation is fixed, it may be best to delay taking benefits.**

**By completing and submitting this form, you are confirming that you are aware of the guidance issued in [HMRC Newsletter 158](#) and wish to proceed without waiting. Please be aware that we will calculate your payment based upon the current legislation and you may need to send in a new instruction for further funds once the corrective legislation is brought forward. At this time, there is no timescale on when legislation will be corrected.**

**Newsletter:** <https://www.gov.uk/government/publications/pensions-schemes-newsletter-158-april-2024/newsletter-158-april-2024>

### Explanatory notes

#### This form is to be used if:

- you wish to take benefits from your SIPP through a pension commencement lump sum and income drawdown (capped or flexi-access), AND
- you have not sought, or are not following, the advice of an FCA regulated financial adviser.

#### This form is not suitable if:

- you wish to take an uncrystallised funds pension lump sum payment (UFPLS) or purchase an annuity from your SIPP.
- you are only looking to change the level of pension income you are receiving.
- you are following the advice of your financial adviser.

**If you are following advice from a regulated financial adviser, you should instead complete the Benefit Payment Form for Advised Customers, which is available from the literature pages of our website [www.jameshay.co.uk](http://www.jameshay.co.uk).**

**If you do not have a financial adviser and would like to speak to one, you can find a list of regulated advisers in your area at [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) or by calling MoneyHelper on 0800 011 3797.**

### Completing this form

Completing this form on your computer provides a clearer instruction and can help to avoid delays. You can save any progress and return to it later. This document works best with Adobe Acrobat Reader, and you can download a free version [here](#). Some features may not work fully with other PDF readers. This should also work on most smartphones but we recommend completing it on your computer or tablet for ease of use.

**When complete, please print, sign the member declaration and return the form, along with any additional documents required, to James Hay Partnership, Dunn's House, St Paul's Road, Salisbury, SP2 7BF. If you need any help with completing this form, please call your Customer Support Team or our general enquiry number 03455 212 414.**

### Investment Pathways

As you have not taken financial advice in relation to this request, you may not be fully aware of the options available to you when looking to taking money out of your pension. The FCA's 'Investment Pathways' framework seeks to provide you with general investment strategies that align with how you intend to access your pension over the next five years.

To learn more about how Investment Pathways could work for you, you can use the [Investment Pathways Comparison Tool](#) hosted by MoneyHelper at [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk). This guidance aims to make you aware of the drawdown choices you can make, and how your investment decisions can be tailored to fit with your financial goals.



**Please note that James Hay does not provide financial advice, and does not offer Investment Pathways at this time; we would always suggest that you seek advice from a regulated financial adviser.**

If you wish to use an Investment Pathway, you may be able to transfer to another provider of your choice without incurring a charge for transferring away (other charges may be applied by third parties depending on your existing investments and how you transfer them).

In addition to the tools offered by MoneyHelper, you can also access their **Pension Wise** guidance service.



Pension Wise is a Government-backed service provided by MoneyHelper that offers people who are invested in defined contribution pension schemes and are approaching retirement free, impartial guidance about their choices. You can receive Pension Wise guidance online, over the phone or face to face.

Pension Wise provides tailored guidance to explain what options you have and help you think about how to make best use of your pension savings. It offers information about the tax implications of different options and other important things you should think about, as well as tips on how to get the best deal, including how to shop around.

Choosing what to do with your pension savings is an important financial decision and it is often possible to get more for your money by shopping around.

You can access Pension Wise on the [MoneyHelper website](#) or call either 0800 138 3944 or 0300 330 1003 (from outside the UK +44 20 3733 3495). If you would like an appointment with Pension Wise to discuss the action you're considering, we can arrange this for you. Please provide your contact details in Section 2. Alternatively, you can book your own Pension Wise appointment by calling 0800 100 166.

**1 Important information and risks you must consider before proceeding**

Applicant to complete

Our regulator, the Financial Conduct Authority, requires us to ask you questions regarding matters you should have considered before accessing your SIPP through drawdown.

Depending on your answers, we will write to you either:

- (1) with tailored risk warnings, giving you 14 days to consider them before proceeding with processing your benefit instructions (but will in the meantime proceed with any disinvestment instructions that are submitted on an 'Instruction to Trade Form' - Disinvestment instructions in Section 11 of this form will be processed once the benefit calculations are complete); or
- (2) to confirm that, given your answers, we will not be issuing any risk warnings, as you appear to have considered the relevant risks, and so we will proceed with processing your instructions.

**Please answer ALL of the following questions, even if you are not immediately taking an income through drawdown.**

1. Have you considered the state of your health and lifestyle when deciding the amount of money to take from your pension? For example if you are in good health, you need to consider that the income from your pension fund may need to support you for many years to come. Yes  No
2. If you have a spouse, civil partner or dependants, have you considered how your pension fund could be used to provide for them after your death? Yes  No
3. Over time, the effect of inflation means you can purchase less in the future than you can today with the same amount of money. Have you considered the effect of inflation on any money you take out of your pension? Yes  No
4. You should consider what other companies can offer you, to ensure you are happy with the options available from James Hay and the charges payable, before proceeding. Have you considered alternative pension companies to take money out of your pension with? Yes  No
5. Have you considered other ways of taking money from your pension other than income drawdown e.g. an annuity? If you are not sure what other options are available to you, you can find more information in the 'Your pension; your choices' leaflet available from [www.jameshay.co.uk](http://www.jameshay.co.uk). Yes  No
6. Do you have other income sources (outside of the money you intend to take from your pension) that are sufficient to currently provide you with your desired standard of living? Yes  No
7. Will the money you are taking from your pension fund be your sole or main source of wealth in retirement? Yes  No
8. Do you know that your drawdown income will be paid after deduction of income tax, and that it may affect your personal tax allowance? Yes  No
9. Are you aware that if you put the money you take out of your pension in a bank, or buy other investments with it, you may have to pay tax on any growth? Yes  No
10. Are you aware that once money has been taken out of your pension it becomes part of your estate for inheritance tax purposes? Yes  No
11. Do you receive any means tested benefits from the Government? Yes  No
12. Are you taking money out of your pension through flexi-access drawdown and intending to pay more money into your pension in the future? Yes  No
13. Do you know that if you owe money to a creditor (e.g. via a personal loan) they cannot force you to take money out of your pension to pay off any money you owe to them? Yes  No
14. Fraudsters increasingly target people to move their pension fund, and also once they have taken money out of their pension. You need to be careful when deciding where to invest your pension fund, and what you do with any money taken from it, as you could lose some or all of your money if you are the victim of a scam. Please read the FCA's **Pension Scams leaflet** and visit their website at [www.fca.org.uk/scamsmart](http://www.fca.org.uk/scamsmart) for further information.  
Are you aware that pension and investment scams exist and what to look out for? Yes  No
15. Are you aware that the amount of money you can take from your pension fund via income drawdown is not guaranteed and is based on a number of things? Yes  No

## 2 Availability of Pension Wise and financial advice

Applicant to complete

Please note that you must answer every question in this section before we can proceed with your request. Failure to do so will result in a delay to your payments.

**Question i)** Have you received guidance from Pension Wise in relation to this request to take money from your pension fund? Yes  No

If you have answered **No**, we strongly suggest that before proceeding you seek appropriate advice from a regulated financial adviser, and/or guidance from Pension Wise, to understand your options at retirement. This may be appropriate even if you have received advice or guidance in respect of a previous withdrawal.

**Question ii)** Would you like us to arrange a Pension Wise appointment for you? Yes  No

If **Yes**, please confirm your phone number and the best time to contact you, within business hours (8.30am to 5.30pm):

Phone number

Availability

If you are due to attend a Pension Wise appointment, or if you have answered Yes above and we have not been able to contact you, please note that we will not continue to process your request until you have confirmed that you have received this guidance.

**Question iii)** Do you wish to proceed without guidance from Pension Wise? Yes  No

**Question iv)** Has James Hay provided you with clear and adequate information on how to find a financial adviser? Yes  No

## 3 MoneyHelper guide and illustration

Applicant to complete

MoneyHelper provides a free guide called 'Your pension: your choices'. We strongly suggest that you read this before proceeding with taking money out of your SIPP. If you have not received a copy of this guide within the last 12 months, you can obtain one from our website at [www.jameshay.co.uk](http://www.jameshay.co.uk).

Have you received or downloaded the MoneyHelper brochure called 'Your pension: your choices' within the last 12 months? Yes  No

If you have ticked **No**, we will send you a copy of the guide before we proceed with processing your request to take money out of your SIPP.

You should also obtain an illustration of the possible effect of taking money out of your SIPP before proceeding. If you have not already obtained an illustration, you can contact us to request one.

Have you received an illustration indicating the possible effect of taking money out of your SIPP? Yes  No   
Please note that the illustration must be dated within the last 60 calendar days.

If you have ticked **Yes**, please complete the following boxes:

Illustration reference number (if provided)

Illustration date

D	D	M	M	Y	Y	Y	Y
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If you have ticked **No**, we will send you an illustration based on your request, giving you 14 days to consider the illustration, before we proceed with processing your request to take money out of your SIPP. Should you wish for us to proceed with the benefit calculation during this period, you can contact us at any time to confirm.

## 4 Investment strategy when making withdrawals

Applicant to complete

When taking money out of your SIPP, you should give consideration to the types of investments you currently hold, and how you intend to use them to fund your withdrawals, both now and in the future.

Please confirm how you intend to manage your investments as you take money out of your SIPP:

My investments will predominantly remain as they are

OR

I have an investment strategy that aligns with how I intend to access my pension

Alternatively you may wish to pursue an **Investment Pathway**, as set out by the FCA, in order to match your investment strategy to suit your income needs. Please see the Investment Pathways section on the front page of this document for further information, and for details of the [Investment Pathways Comparison Tool](#) hosted by MoneyHelper at [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk).

**5 Personal details** Applicant to complete

**IMPORTANT: If you do not fully complete each section of this form, it will delay the application process.**

Title

Forename(s)

Surname

Date of birth  Member number

Permanent residential address   
  
 Postcode

National Insurance number  Telephone

Email

**6 Protection** Applicant to complete

If you currently hold, or have applied to HM Revenue and Customs (HMRC) for, any of the following types of protection for your pension fund, please confirm below. If we have already received evidence of this, please confirm the reference number. If we have not previously received evidence of this, please provide a copy with this form.

<input type="checkbox"/> Enhanced Protection	<input type="checkbox"/> Fixed Protection 2012	<input type="checkbox"/> Individual Protection 2014
<input type="checkbox"/> Primary Protection	<input type="checkbox"/> Fixed Protection 2014	<input type="checkbox"/> Individual Protection 2016
<input type="checkbox"/> Pension Credit Rights	<input type="checkbox"/> Fixed Protection 2016	<input type="checkbox"/> International

Protection reference number  Scheme administrator reference

**PLEASE NOTE: We still require completion of Section 7. Please enclose a copy of the relevant HMRC certificate(s) when submitting this completed form to us.**

**If you have received a temporary reference number from HMRC for either Fixed Protection 2016 or Individual Protection 2016, this was only valid until 31 July 2016 and you will need to make a full online application to HMRC to obtain a permanent reference number, and provide this to us to ensure your protection remains valid.**

**7 Other pensions** Applicant to complete

Have you taken pension benefits from any scheme other than James Hay? Yes  No   
If **No**, please continue to Section 8.

Is this the first time you have elected to take benefits from any pension fund since 6 April 2006? Yes  No   
If **Yes**, please go to Section 7a. If **No**, please go to Section 7b.

**7a Pre 6 April 2006 benefits** Applicant to complete

On 5 April 2006 were you taking any pension benefits (for example income withdrawal/scheme pension/annuity)? Yes  No   
If **No**, please go to the Benefits Required section.

Was this pension income solely provided by James Hay Partnership? Yes  No   
If **Yes**, please go to the Benefits Required section.

For Defined Benefit Schemes that came into payment prior to 6 April 2006, please provide the current maximum pension payable:  
£  p.a.

Excluding the above, please state the maximum **total** gross pension currently payable from all other pension funds:  
£  p.a.

**PLEASE NOTE: This should be the maximum income available from all your pensions currently in drawdown with all providers and not just the income you are receiving (if different). If you have converted any of these pensions to flexi-access drawdown, you should include the maximum income available immediately before conversion.**

**7b Post 6 April 2006 & Pre 6 April 2024 benefits**

Applicant to complete

If you have elected to take benefits since 6 April 2006, please provide the total percentage of lifetime allowance used before 6 April 2024.

 %

If you have primary protection with lump sum rights over £375,000 on 5 April 2006, please provide the following details for each post 6 April 2006 benefit crystallisation event:

Date of benefit crystallisation event	Amount of pension commencement lump sum paid
	£
	£
	£

**7c Post 6 April 2024 benefits**

Applicant to complete

If you have elected to take benefits since 6 April 2024, please provide the total amount of lump sum allowance used to date:

 £

Date of benefit crystallisation event	Amount of pension commencement lump sum paid
	£
	£
	£

**8 No lump sum allowance remaining**

Applicant to complete

Please only complete this section if you have used up all of your lump sum allowance, or if this request will exceed your remaining lump sum allowance. We may need to discuss this with you.

Amount of pension fund to be used:  £

Is this amount to be paid as (please choose one option)

- Lump sum
- Income
- Combination of lump sum and income

If you have selected 'Combination of lump sum and income', please tell us the percentage of your pension fund to be used for lump sum and income:

Lump sum  %

Income  %

Total = 100%

Please note that any payments made from the amount that is in excess of your lump sum allowance will be subject to tax at your marginal rate.

**9 Benefits required**

Applicant to complete

Please refer to the 'Accessing Your Pension with James Hay Partnership' fact sheet, which is available on our website at [www.jameshay.co.uk](http://www.jameshay.co.uk), for further information on your benefit options.

If your SIPP was already in capped drawdown prior to 6 April 2015 and you wish to take further money into capped drawdown, please tick here

If you wish to take flexi-access drawdown, please tick here

Please note that, under HMRC rules, we are required to operate an emergency tax code on income withdrawals in certain circumstances, particularly where you are taking an income payment for the first time. Should this result in an excessive tax deduction, you may be able to make a claim for a refund from HMRC. Please contact HMRC for more information.

**9a Pension commencement lump sum**

Applicant to complete

Please confirm how much pension commencement lump sum you would like to receive. Please tick or complete one box:

Maximum available

Specific amount:  £

**9b Income**

Applicant to complete

Please confirm how much income you would like to receive each year. Please tick or complete one box:

Maximum available  Nil income  No change to current income

Specific amount: £  p.a. gross

**10 Income frequency**

Applicant to complete

If you are drawing an income, please confirm how frequently you would like to receive your income payments, and when you would like them to start. Please tick one box:

Monthly  Payment start date        
 Quarterly  Or  
 Half-yearly  As soon as possible   
 Annually   
 One off payment

Income withdrawal payments are always made on a set business day of the month. Please refer to the 'payroll cut-off dates' page on our website at [www.jameshay.co.uk](http://www.jameshay.co.uk) for details.

If you wish to start taking an income from your SIPP, you must notify us at least 15 business days before the date the first income payment is to be made.

**PLEASE NOTE: If there is insufficient money in your SIPP bank account, it may mean that your income payments cannot be paid on time. Your SIPP bank account does not have an overdraft facility.**

**11 Disinvestments**

Please confirm your chosen disinvestment below. If you are a co-trustee of your SIPP, please complete and submit an 'Instruction to Trade Form' and any documentation required by the fund manager to instruct these disinvestments. If you wish to disinvest from a Model Portfolio or from the Managed Portfolio Panel, your financial adviser will need to instruct this using James Hay Online.

If you have already arranged disinvestments to fund your benefit request, please continue to Section 12.

**11a Disinvestments for lump sum(s)**

Applicant to complete

Please confirm which pension funds should be used to pay your lump sum(s):

(i) Money in the SIPP bank account:

All  Specific amount: £

(ii) Money in the property bank account:

All  Specific amount: £

(iii) Specific investments in the table below <sup>1</sup>

Name of investment provider	Fund name	Policy/Plan number	Amount in £ sterling or %

<sup>1</sup> We will only instruct the sale of the investments listed once the benefit calculations are complete, unless you also provide a completed 'Instruction to Trade Form'.

Any specific trading instructions in addition to the above should be provided in writing using the appropriate trade form, which is available on our website at [www.jameshay.co.uk](http://www.jameshay.co.uk) or from the contact details at the beginning of this form.

Please confirm which pension funds should be used to pay your regular income payments:

- (i) Money in the SIPP bank account
- (ii) Proportionately across all Investment Centre funds
- (iii) Specific investments in the table below <sup>2</sup>

Name of investment provider	Fund name	Policy/Plan number	Amount in £ sterling or %

<sup>2</sup> You will need to check that your chosen investment providers/fund managers are able to set up the required disinvestments.

**If you do not provide instructions with the required fund manager documentation, and there is insufficient money in your SIPP bank account, it may mean that your lump sum and/or income payments cannot be paid on time.**

You should frequently monitor your disinvestments and SIPP bank account balance to ensure that you have sufficient funds available to pay your regular income.

## 12 Ill health and explicit consent (for members taking early benefits through ill health only)

Applicant to complete

If you are taking benefits before age 55, is this due to your ill health? Yes  No

If **No**, please continue to Section 13.

If **Yes**, please submit with this form evidence from a medical practitioner that you are not only unable to carry out your current occupation but will not be capable of returning to that occupation. You will also need to read and agree to the below statement regarding explicit consent.

Please note: Under this form, we request full details (which may include special categories of personal data) about your health for the specific purpose of assessing (as part of our contract with you) whether or not to allow your request to take benefits early under the ill health rules. Also, we will keep a record of that personal data for seven (7) years after your product has closed. This is necessary for the purposes of showing to HMRC (if it so requests) the basis justifying or rejecting any ill health benefit payment to you. If we did not retain such records for that period and permitted a benefit payment, then it would risk a possible tax charge being levied against you because we would have no records of the evidence supporting a benefit payment under the ill health rules.

### Explicit consent

I hereby give my explicit consent to the James Hay companies associated with my product(s) (listed in Appendix 1 of the Data Protection Statement – James Hay Products document) processing my personal data including any special categories of personal data as described above:

- For the purposes of your assessment (as part of my contract with you) as to whether or not to allow my request to take benefits early under the ill health rules
- To retain the personal data including any special categories of personal data for the period of seven (7) years after my product has closed for the purposes of showing to HMRC (if it so requests) the basis justifying any ill health benefit payment to me.

I hereby give my explicit consent by signing below:

Applicant's name

Applicant's signature

### How to withdraw explicit consent:

You have a right to withdraw consent using the details below. If you withdraw consent, please contact us using the following contact details and we will further explain the implications of doing so.

**James Hay Partnership**  
**Dunn's House**  
**St. Paul's Road**  
**Salisbury**  
**SP2 7BF**

**dataprotection@jameshay.co.uk**  
**03455 212 414**

You can access full details on what to expect when we process your personal data under your product, including sensitive personal data, in the Data Protection Statement - James Hay Products, which is available on our website [www.jameshay.co.uk](http://www.jameshay.co.uk). If you have any questions about data protection, please contact us using the contact details above.

Date

If you are receiving a lump sum and/or income payments, please provide the bank account details to which you would like the payments paid.

Please tick one box:

Please use my existing bank details previously supplied to you (if you have previously taken any payments)

Please use the bank details shown below

You will need to check with your bank/building society that Faster Payments and CHAPS payments can be accepted into this account and that these details are all they need for this.

Please ensure that the payment method you have requested is allowable for the type of SIPP you have. There may be a charge if paying by CHAPS (please refer to your SIPP product's terms and conditions or contact us for details).

#### UK bank account details:

Account holder's name	<input type="text"/>										
Sort code	<input type="text"/>	<input type="text"/>	<input type="text"/>	Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Building society reference number (if applicable)	<input type="text"/>										
Bank name and address	<input type="text"/>										
	<input type="text"/>										
	<input type="text"/>										
	<input type="text"/>								Postcode	<input type="text"/>	

#### Foreign bank account details:

IBAN/Account number	<input type="text"/>										
Payee	<input type="text"/>										
Bank name and address	<input type="text"/>										
	<input type="text"/>										
	<input type="text"/>								Postcode	<input type="text"/>	
Intermediary bank/ Swift code	<input type="text"/>					Swift code	<input type="text"/>				
Beneficiary bank code	<input type="text"/>					Routing number (If USA)	<input type="text"/>				
Currency	<input type="text"/>										

**PLEASE NOTE:** We are only able to hold one set of bank details to which payments will be made. If you are already receiving an income from this SIPP and you provide different bank details, the new details will also be used for your existing income from this SIPP. This must be a personal account in your name, although it can be a joint account. We will not pay pension benefits to a business bank account.



I request and consent to the payment of benefits set out in this application form. I accept and agree that:

- I will be able to change the amount of income within the limits (if any) set down by the rules of the scheme
- if my pension fund is in capped drawdown and I select now, or at any time in the future, an amount of income which is above the upper limit under capped drawdown as set by HMRC, James Hay Partnership will convert my pension fund to flexi-access drawdown
- for sole trustee plans, James Hay Partnership has the right to liquidate investments sufficient to pay the benefits at their sole discretion if I or my advisers fail to give adequate instructions in that respect
- if appropriate, James Hay Partnership has my authority to check with HMRC the details of any certificate which I supply which enhances my lump sum allowance or lifetime allowance
- if I have waived my right to a pension commencement lump sum payment, or chosen less than the default amount of pension commencement lump sum (25%) for the pension fund I am using to pay benefits in Section 9, it is not possible to take any unused element of this lump sum at a later date
- I must notify James Hay Partnership within 30 days of taking a pension commencement lump sum if I use it for pension recycling
- if my SIPP is currently in capped drawdown and I have requested benefits under flexi-access drawdown, I agree that my entire SIPP be converted to flexi-access drawdown
- if I am flexibly accessing my pension fund by taking an income under flexi-access drawdown, I acknowledge that I will have 91 days to inform any other pension provider that I have done so.

I accept it is an offence to make false statements and that the penalties are severe and could lead to prosecution

I acknowledge and accept the terms of this agreement and I also accept that the services provided under it do not extend to financial, investment or tax advice.

Member signature

Date

D	D	M	M	Y	Y	Y	Y
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#### **Cancellation rights - for first designation under flexi-access drawdown only**

When you first elect to take income withdrawals from your pension fund, we will offer you the right to change your mind and cancel your election to take income withdrawals within 30 days of us accepting your request. If you do this, you will need to send us the cancellation notice, along with any pension commencement lump sum and income you may have received.

Where you are opting to take your benefits in stages you will only receive a cancellation notice when you start your first tranche of benefits.

If we are instructed to re-invest the returned pension commencement lump sum and/or income in the same investments which the money originally came from, you may receive fewer units/shares because of transaction costs or movements in prices.

For more information about this, please refer to the 'Key Features Document' for the James Hay SIPP product you have.



**Requirements to pay benefits**

Before benefit payment can commence, we require the following (if applicable):

- the full transfer value and associated information of any transfers made into your SIPP
- the re-registration of any assets being transferred in-specie to be complete
- any contributions to your SIPP to be reconciled
- if applicable, HMRC certificate showing any enhanced allowance
- evidence of age
- evidence of your name and address (money laundering verification).

**If a property is held within the SIPP**

- We require a Red Book valuation, produced in accordance with the relevant sections of the current Royal Institution of Chartered Surveyors (RICS) Professional Standards, dated within 12 months, or a Desktop valuation of the property produced between 12 months and 24 months after a Red Book valuation. A Desktop valuation is valid for up to 12 months after the date of the last Red Book valuation.

**Pension commencement lump sum**

- The maximum pension commencement lump sum available will normally be up to the lower of 25% of the pension fund being used, and 25% of the remaining standard lump sum allowance.
- The pension commencement lump sum has to be taken as a lump sum in advance and cannot be taken monthly.

**Income payments**

- Income is always paid on a set date of the month. The set date depends on the product you hold. Please refer to the 'payroll cut-off dates' page on our website at [www.jameshay.co.uk](http://www.jameshay.co.uk) for details.
- If you wish to start taking an income from your SIPP, you must notify us at least 15 business days before the date the first income payment is to be made.
- If you wish to vary the amount of income you receive, you must notify us at least 10 business days before the date the change is to come into effect.
- If you are in partial drawdown and wish to take income from your remaining uncrystallised fund, you must notify us at least 15 business days before the date the change is to come into effect.

Note: The 'date the change is to come into effect' is always the set date of the month that income is paid for the product you hold.

**Income tax**

Please note that all pension payments are liable to deduction of tax at source under PAYE using the tax code number supplied to us by HMRC. Where a tax code number has not been issued, we are required to use the emergency tax code specified by HMRC.

If you believe the code number that we will apply to your pension income is incorrect, you should contact HMRC to arrange for a revised code number to be issued.

**Your bank account details**

The bank account to which your income and/or pension commencement lump sum is paid must be held in your name (joint accounts are acceptable). The account must also be able to accept Faster Payments and CHAPS payments.

We are able to provide literature in alternative formats. For a Braille, large print, audio or E-text version of this document call us on 03455 212 414 (or via the Typetalk service on 18001 03455 212 414).

James Hay Partnership is the trading name of Nucleus Group Services Limited (NGSL) (registered in England number 02538532); James Hay Services Limited (JHS) (registered in Jersey number 77318); IPS Pensions Limited (IPS) (registered in England number 2601833); James Hay Administration Company Limited (JHAC) (registered in England number 4068398); James Hay Pension Trustees Limited (JHPT) (registered in England number 1435887); James Hay Wrap Managers Limited (JHWM) (registered in England number 4773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England number 7259308); PAL Trustees Limited (PAL) (registered in England number 1666419); Sarum Trustees Limited (SarumTL) (registered in England number 1003681); The IPS Partnership Plc (IPS Plc) (registered in England number 1458445); Union Pension Trustees Limited (UPT) (registered in England number 2634371). JHS has its registered office at Aztec Group House, 11-15 Seaton Place, St Helier, Jersey, JE4 0QH. NGSL, IPS, JHAC, JHPT, JHWM, JHWNC, PAL, SarumTL, IPS Plc, and UPT have their registered office at Dunn's House, St Paul's Road, Salisbury, SP2 7BF. JHAC, JHWM, IPS and IPS Plc are authorised and regulated by the Financial Conduct Authority. (2/23)