

## A GUIDE TO TRANSFERRING BENEFITS IN (Active Members)

### Notice for the visually impaired

Copies of this guide in large type and in a text-only format are available from the Fund Office. Please write to TfL Pension Fund, 8<sup>th</sup> Floor, Palestra, 197 Blackfriars Road, London SE1 8NJ, or email the Fund Office at [helpdesk@tflpensions.co.uk](mailto:helpdesk@tflpensions.co.uk)

# CONTENTS

Introduction	02
Important note	03
How are transfer credits determined?	04
What happens next?	05
Process overview	06
Further information	07
The TfL Pension Fund Office	08

## INTRODUCTION

This guide is for contributing members of the TfL Pension Fund who are considering transferring benefits from another registered UK pension scheme to the TfL Pension Fund. The purpose of this guide is to provide you with some general information on transfers in, covering both the process and the things you should consider when deciding whether to go ahead with a transfer. Asking for a transfer illustration does not commit you to proceeding with a transfer.

## IMPORTANT NOTE

The TfL Pension Fund (the Fund) is established under a Trust and the formal Trust Deed and Rules determine the benefits provided by the Fund except where they are overridden by legislation.

The guide attempts to summarise the provisions of the Trust Deed and Rules as at April 2026 that are relevant to active members looking to transfer benefits into the Fund. However, it is only a guide.

The Trust Deed and Rules are lengthy and technical documents, but they are available on the Fund's website ([www.tflpensionfund.co.uk](http://www.tflpensionfund.co.uk)) or on request to the Pension Fund Office of TfL (the Fund Office).

In short, should there be any discrepancies between the information in this guide and the Trust Deed and Rules, the Trust Deed and Rules will always prevail.

If you have any questions about the Fund and the benefits it provides, you should contact the Fund Office. Please see the back cover for details.

## USING YOUR GUIDE

Pensions can be complicated. This guide gives an overview of the benefits provided by the Fund. It makes things as clear as possible so that you can understand your benefits and options, no matter what you have planned for the future.

This guide is meant for you if:

- ◆ You are an Active member
- ◆ You are considering transferring benefits into the Fund

## MY CHECKLIST

- Read the complete Guide
- If you have any questions contact the Fund Office
- If you wish to consider a transfer, request details from your former scheme by asking them to complete the Transfer Information Sheet
- Once you receive the completed Transfer Information Sheet, send this to the Fund Office
- Once you receive our transfer illustration, compare the benefits we are offering with those under your former scheme and consider whether you need to take appropriate financial advice
- Confirm whether you wish to proceed with the Transfer

## HOW ARE TRANSFER CREDITS DETERMINED?

A transfer value is converted to additional years of membership under the TfL Pension Fund. It is unlikely that the service credit offered under the TfL Pension Fund will equate to exactly the same benefits you have under the scheme you are looking to transfer from for the reasons explained later in this guide.

Actuarial assumptions are used to calculate the membership credit that the transfer value would buy. The assumptions are determined by the Trustee having taken advice from the Scheme Actuary, and are subject to review from time to time.

The assumptions take into account up to date financial conditions to make sure that the service credit is consistent with the transfer value received.

The calculation of a service credit takes into account your age and pensionable salary; usual practice is that a transfer credit quotation will be guaranteed for a limited set period subject to the following provisos:

- ◆ The transfer value offered does not change
- ◆ Your rate of pensionable salary remains unchanged
- ◆ The personal details on which the illustration is based do not change

An important point to note is that where your current rate of pensionable salary is likely to change as a result of a pending pay award, the final figures will be subject to change once any pay award has been implemented.

Please be aware that if you obtain a transfer credit quotation from the TfL Pension Fund but decide not to proceed, the service credit offered in the TfL Pension Fund on any subsequent future request could differ markedly from the original quotation.

## WHAT TO DO IF YOU WANT TO INVESTIGATE A TRANSFER?

The flowchart on page 6 gives a high level overview of the process.

Before we can start looking at transferring your benefits into the TfL Pension Fund, you need to obtain the transfer details from your previous pension provider(s).

Your first step is to complete your details on the Transfer Information sheet available on the Fund website and give it to your previous pension provider(s).

## WHAT IF YOU DO NOT HAVE THE ADDRESS FOR YOUR PREVIOUS PENSION PROVIDER?

The Government website [www.gov.uk/find-lost-pension](http://www.gov.uk/find-lost-pension) has an online service to help you trace a pension; alternatively you can contact the Pension Tracing Service by phone or by post.

Telephone: 0800 731 0175

or outside UK: +44 (0)191 218 7777

The Pension Service  
Mail Handling Site A  
Wolverhampton  
WV98 1AF

## WHAT HAPPENS NEXT?

Once they hear from you, your previous pension provider(s) should send you a transfer pack containing details of your previous pension and the transfer value available together with any paperwork they need completed if the transfer goes ahead. Once you receive this, please send it to the Pension Fund Office as soon as possible; do not complete any forms at this stage.

The Pension Fund Office team will then send you a transfer illustration. This will tell you how much additional membership the transfer value would provide and how much this is as a pension.

It is unlikely that the service credit offered under the TfL Pension Fund will equate to exactly the same benefits you have under the scheme you are looking to transfer from.

This is because:

- ◆ The benefits offered by the TfL Pension Fund may be different to those in your previous scheme
- ◆ The transfer value offered will be based on your benefits under your previous scheme, which may have built up on a different underlying salary to the pensionable salary under the TfL Pension Fund
- ◆ The Normal Retirement Age may be different
- ◆ There may be different levels of dependants benefits
- ◆ The level of increases to pensions may be different



## ! THINGS TO CONSIDER

Once you have an illustration of the additional service credit that will be provided under the TfL Pension Fund, you should compare the benefit this additional service will give you with the benefits under your previous scheme. You should consider:

- ◆ How your salary will increase between now and retirement compared to any increases that may apply to your benefits under your previous scheme
- ◆ The age at which the pension becomes payable
- ◆ Any reductions that would apply on early retirement
- ◆ What is the benefit of transferring?

Firstly it's important to point out that for some members this might not be the best option, but for others it could be advantageous. You need to compare the benefits offered with those you would be giving up, and take appropriate financial advice to see whether it is best for you.

## Need help deciding?

We suggest that you seek advice on a transfer. Unfortunately neither the Fund Office staff nor your employer can advise you. We can give you plenty of information, but you must decide yourself whether or not to transfer. You may wish to take appropriate independent financial advice before making a decision, as it is important that you make the right choice taking into account your own circumstances.

## Is there any type of pension that cannot be transferred?

You cannot transfer policies known as Free-standing AVCs or Money Purchase AVCs into the TfL Pension Fund; however you may transfer these into the Fund's AVC arrangement.

Any pension earned through a separate pension arrangement while a contributing member of the TfL Pension Fund cannot be transferred.

Any additional transfer values as a result of GMP equalisation

## What to do if you want to go ahead with a transfer?

If you decide to go ahead, please read the letter the Pension Fund Office team sent to you with the illustration, as this will tell you what forms you need to complete and any other requirements; these should be returned to the Pension Fund Office.

If the transfer value offered has a guarantee period, the Pension Fund Office team will advise you of this as well as any deadline by which paperwork needs to be returned. This is important as some pension schemes charge a fee for providing a second transfer value quotation in a 12 month period. The TfL Pension Fund does not cover the cost of such fees.

## PROCESS OVERVIEW

### Step 1

Send the Transfer Information Sheet to your previous pension provider(s).



### Step 2

When you receive all of the information from your previous pension provider(s), you must send these to the Pension Fund Office.



### Step 3

The Pension Fund Office team will prepare a transfer illustration for you and post this to you at your home address.



### Step 4

Seek independent financial advice.



### Step 5

If you want to go ahead with the transfer you need to sign and return any forms requested to the Pension Fund Office within any guarantee period.



### Step 6

The Fund Office team will request payment of the transfer value and write to you once it has been completed.

## FURTHER INFORMATION AND SUPPORT

- ◆ **The Fund's website.** If you have access to the internet, you can find plenty of information at [www.tflpensionfund.co.uk](http://www.tflpensionfund.co.uk)
- ◆ **The Fund's Pension Web Portal.** Allows you to run your own retirement quotations online at <https://pensions.tfl.gov.uk>
- ◆ **Annual Review.** The Annual Review is a summary of the Trustees' Annual Report and Accounts and is sent to all members. It is also available on the website
- ◆ **Fund documents.** You can obtain a copy of the Trust Deed and Rules of the Fund and Statement of Investment Principles. These documents are available on request or on the Fund's website
- ◆ **Member guides.** These are available to download from the Fund website and contain details of the benefits payable under the TfL Pension Fund
- ◆ **Benefit statements.** Details of your benefit entitlement under the Fund and Additional Voluntary Contributions plan will be sent to you once a year
- ◆ **Pension Fund Office.** The team in the Fund Office will be pleased to answer any queries you may have. They cannot give financial advice or deal with tax matters but will be able to advise you who to contact for the assistance you need
- ◆ **AVC provider websites.** The Fund currently has three AVC providers; Standard Life and Clerical Medical are closed to new contributions. Their websites contain details of the Funds available and the investment performance of those funds
  - Legal & General  
[www.legalandgeneral.com/mya](http://www.legalandgeneral.com/mya)
  - Clerical Medical  
[www.clericalmedical.co.uk](http://www.clericalmedical.co.uk)
  - Standard Life  
[www.standardlife.co.uk/1/site/employeezone/login](http://www.standardlife.co.uk/1/site/employeezone/login)
- ◆ **Government websites.** The Government have set up services to provide free, impartial money advice to everyone across the UK – online, over the phone and face-to-face. The website contains further details about the services provided and how to access them:
  - Money helper  
[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)



## PERSONAL DATA

The Trustee is committed to protecting and processing lawfully and fairly the personal data that it gathers, holds (either directly or through a third party) and uses about you and your family and your dependants. The Trustee needs this information so that they can administer the Fund and ensure that benefits are paid correctly and to the right person. The Trustee always ensures legal requirements governing the protection of personal data are met.

The Trustee has a privacy notice that sets out, amongst other things:

- ◆ More detail about the kind of personal data it holds
- ◆ How it gathers that personal data
- ◆ How that data is used
- ◆ How long the Trustee holds the data for and who it is shared with

This notice also sets out individuals' rights in connection with the personal data that the Trustee holds and who to contact if an individual wants to exercise those rights, make a complaint or has any questions. This privacy notice can be found online at [www.tflpensionfund.co.uk](http://www.tflpensionfund.co.uk)

Alternatively, if you prefer a hard copy, please contact the Fund Office.

## THE TFL PENSION FUND OFFICE

The staff in the Fund Office will be pleased to answer any queries you may have. They cannot give financial advice or deal with tax matters but will be able to point you to who to contact for the assistance you need.

### **They can be contacted at:**

TfL Pension Fund  
8<sup>th</sup> Floor, Palestra  
197 Blackfriars Road  
London SE1 8NJ

**Email at:** [helpdesk@tflpensions.co.uk](mailto:helpdesk@tflpensions.co.uk)

If you are telephoning the team, you can reach the call centre on **01737 235 298**. Please have your Member number and National Insurance number to hand when you call.

### Fund Office appointments

The Fund Office team are working on a hybrid basis so we are now able to see visitors in the office, but with fewer people in the office each day, we require you to contact us to book an appointment by email or telephone to ensure that a member of the team is available to help you.

If you have access to the internet, you can access our Pension Web Portal and find lots of information, including forms and Fund documents, on the Fund's website at [www.tflpensionfund.co.uk](http://www.tflpensionfund.co.uk)