

# AVOID PENSION SCAMS



# TIPS TO PROTECT YOURSELF AND YOUR PENSIONS FROM PENSION SCAMMERS



## REJECT UNEXPECTED OFFERS

If you're contacted out of the blue about a pension opportunity, chances are it's high risk or a scam.

Pension cold calls are illegal so if you receive a cold call about your pension hang up and report it to the Information Commissioner's Office (ICO). If you get unsolicited offers via email or text, you should ignore them. Remember that a free offer out of the blue is probably a scam. Professional advice on pensions is not free.



## CHECK WHO YOU ARE DEALING WITH

Always check the Financial Services Register to make sure that anyone offering you advice or other financial services is Financial Conduct Authority (FCA) authorised, and that they are permitted to provide you with those services. If you need any help checking, call the FCA Consumer Helpline on 0800 111 6768.



Check the FS Register



## DON'T RUSH INTO A DECISION AND GET ADVICE

Remember, if it sounds too good to be true, it probably is. Take your time to make all the checks you need and make sure your pension is safe.

You should seriously consider seeking financial guidance or advice before changing your pension arrangements. On the page below you can find some useful links to get impartial information or advice.



## REPORT SCAMS

If you suspect a scam, report it to the FCA by contacting their Consumer Helpline on freephone 0800 111 6768 or using the [reporting form](https://www.fca.org.uk/consumers/report-a-scam) at [www.fca.org.uk](https://www.fca.org.uk).

You should also contact Action Fraud online or by calling 0300 123 2040. If you are unsure of what to do, contact MoneyHelper for help.

# USEFUL LINKS WHERE YOU CAN FIND MORE INFORMATIONS



ScamSmart is an FCA regulated website providing information on how to avoid investment and pension scams. Visit [www.fca.org.uk/scamsmart](http://www.fca.org.uk/scamsmart) for more information.



Provides free independent and impartial information and guidance.



If you're over 50 and have a defined contribution pension, MoneyHelper's Pension Wise offers pre-booked appointments to talk through your retirement options.



The National Cyber Security Centre is the UK's independent authority on cyber security. Visit [www.ncsc.gov.uk](http://www.ncsc.gov.uk) to find out more.



In England, Northern Ireland and Wales you should report fraud and cybercrime that has already happened to Action Fraud.

In Scotland, you should call Police Scotland on 101 or Advice Direct Scotland on 0808 164 6000.

## A FEW EXAMPLES OF WARNING SIGNS

- **Unexpected contact** - cold-call, email or social media, post, word of mouth or even in person at a seminar or exhibition.
- **Time pressure** - scammers might offer you a bonus or discount if you invest before a set date or say the opportunity is only available for a short period.
- **Unrealistic returns** - fraudsters often promise tempting returns that sound too good to be true but they may also offer smaller, more realistic returns to seem legitimate.
- **False authority** - using convincing literature and websites, claiming to be regulated, speaking with authority on investment products.
- **Remote access** - scammers may pretend to help you and ask you to download software or an app so they can access your device. This could enable them to access your bank account or make payments using your card.

## OUR PLEDGE TO COMBAT PENSION SCAMS



At HPW we know how important is to protect you and your pension.

We made a pledge to combat pension scams with the Pensions Regulator to show our commitment to protecting all the members of our schemes and to stopping scammers in their attacks.



If you have any questions please contact us, we are here for you.

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