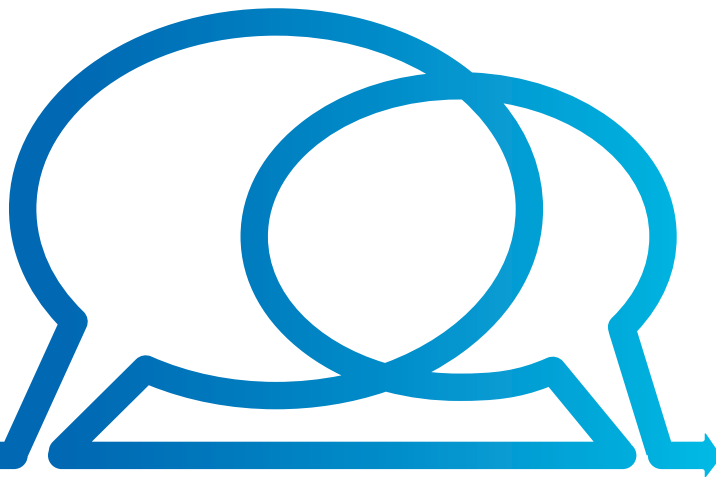


Top 20 FAQs before sign-up:



1. How do I sign up?

To register and create your account with The People's Pension, you need to visit our website thepeoplespension.co.uk and register your details. The account set-up process can usually take up to 30 minutes. For more information please see our [sign-up checklist](#) and our short guides on how to sign up:

- [Signing up with The People's Pension](#)
- [Simply Comply signing up with The People's Pension](#)

2. Will you accept my business/client?

Yes, we accept all employers as long as they've a UK bank account and have been given a staging date by The Pensions Regulator.

3. Are there any ongoing charges for the employer other than the set-up charge?

No, all services provided are included within the set-up charge.

4. What's the difference between using the Simply Comply and Simply Tailor sign-up routes?

Simply Comply:

Simply Comply is the simplest and quickest way to join the People's Pension for employers wanting to ensure they meet the minimum legal requirements. We've completed as much of the account set-up as possible for you to make it easier to sign up and get started. The account will be set up to comply with the minimum automatic enrolment regulatory duties. This is suitable if you:

- want to make minimum payments based on employee earnings
- pay employees weekly or monthly
- don't want to include subsidiary employers
- don't want to delay putting certain employees into a pension scheme.

[continued](#)

Simply Tailor:

If you want to do more than the minimum, and you're confident about handling the flexibility of this option, you can 'Simply Tailor' your pension scheme. This is suitable if you:

- want to vary the amounts paid in
- pay your employees weekly, fortnightly, monthly or other
- want to include subsidiary employers
- want to delay putting certain employees into a pension scheme.

5. How do I get a reduced charge code?

If you're a business or financial adviser, bookkeeper, accountant or payroll bureau, you need to register on our website and access your code by visiting the [Adviser Centre](#).

As an employer you'll need to contact your intermediary to give this code to you.

6. When do I send you my employee data?

During your sign up, you'll need to specify your start date (pay reference period date). Whichever date you choose is the period in which we'll expect your first contribution. It's important that your dates align with each other so if you're unsure when your start date is, we recommend that you speak to your payroll provider.

7. Does your scheme allow postponement?

Yes, the maximum legal period that you can delay putting employees into your pension scheme is three months if you've a monthly payroll and 12 weeks if you've a weekly payroll. If you plan to do this, your staging date stays the same but your first pay reference period (PRP) start date will change according to when we'll expect that first contribution. Postponement is an option under the Simply Tailor sign-up route.

8. Can I start making contributions to my employees before the staging date?

Yes, this is possible. We refer to this as 'pre-automatic enrolment'. Please see our guide: [Using The People's Pension before your auto-enrolment staging date](#).

9. I've a couple of employees who want to pay a different percentage than what we're offering, is this possible and how can this be administered?

This is possible. During the set-up process you can (Simply Tailor) create as many 'worker groups' in the contribution section to reflect the different percentages that will be paid. Please note this can't be done if you're planning to use the Simply Comply sign-up route.

10. When should I send out my employee notices?

The People's Pension recommend this is to be sent out to your employees 6-8 weeks before your staging date. The Pensions Regulator has stated that this **MUST** be done within six weeks of your staging date if you're postponing.

11. When do employees receive their joiner packs?

Once you upload your first data file/information, our system will automatically send out the welcome packs. If you've requested delivery via email, this can take 24-48 hours. If you've requested delivery via post, it can take up to one week.

[continued](#)

12. When can employees opt out?

Employees can opt out after they receive their joiner packs. They have a calendar month to opt out and get a refund of their first contribution. The money will be credited to the employer's pension account to use towards further contributions. It's the employer's responsibility to refund the employee (usually through payroll). If employees opt out after the stated period, they won't receive a refund of any of their contributions.

13. I noticed that after the sign-up process, you'll do some 'KYC' checks, what does this mean?

KYC stands for 'Know Your Customer'. In the finance industry we have to ensure we know as much information as possible about the companies we're doing business with. Know your customer policies are becoming much more important globally to prevent identity theft, financial fraud, money laundering and terrorist financing.

When you first set up an account with The People's Pension, we carry out identity checks on the owners of a company as well as checks on the company itself. Part of these checks require us to see evidence of a source of a company's funds, this is why we ask to see evidence of your bank account. You'll need to provide a bank statement (within the last three months), a void cheque or a paying in slip.

14. What's an 'agreement to bind'?

The agreement to bind is part of the final stages of set-up with The People's Pension. The employer agrees to enter into a legal and binding contract with B&CE (provider of The People's Pension). Because this is a legally binding contract, you need to ensure you've the authority to do this.

An agreement to bind can only be signed by a person who is authorised to enter into contracts on behalf of the employer. This could be the employer themselves, a representative of the employer or by another third party. Please note that most IFAs will not have this authority – if they do, before set-up is complete, they should provide us with a copy of the authority. This could be a power of attorney document or other formal document(s).

During the account set-up process, if you're unsure whether you have the authority to bind, you should answer 'No' when asked the question 'Do you have authority to bind the principle employer?' You'll be asked to enter the details of someone at the company who does have this authority. We'll then email and ask them to accept our terms and conditions and bind the scheme.

15. I'm the main person administering the account but I need my colleagues to also have access to the account, is this possible?

Yes, during the sign-up process, you'll need to provide us with the main admin contact details. Once the account has been set up you'll be able to see an 'Issue access to new user' button which you can click on to give access to someone else. If you've more than one client on your account, you'll be able to specify which account you want them to see.

16. How do you support the employer with their ongoing account?

We've a dedicated Client Services team who are available within standard office hours, 8.30am to 5.30pm. They can be contacted by calling 01293 586666.

17. How many investment options do you have?

We have seven different funds available. The default fund is the B&CE Global Investments (up to 85% Shares). It's the employee's responsibility to change this if they want to after they receive their joiner packs. The options we have are:

- B&CE Global Investments (up to 60% shares) Fund
- B&CE Global Investments (up to 85% shares) Fund
- B&CE Global Investments (up to 100% shares) Fund
- B&CE Pre-Retirement Fund
- B&CE Cash Fund
- B&CE Ethical Fund
- B&CE Shariah Fund

continued

18. Can an employee transfer a previous pension pot into their account with The People's Pension?

Yes, this is possible. Employees can transfer in and out of the scheme at no extra cost.

19. How do I know if my payroll is compatible with yourselves?

We're compatible with most payroll providers. You need to ensure that whichever payroll software you use can create a Microsoft Excel or CSV format file. If your payroll isn't compatible and isn't able to upload your file, we're happy to accept manual data entry. Please see our guide [Manually entering employee data for more information](#).

20. What communication do you send employees as they approach retirement?

Employees will receive a Lifestyling pack 15 years before their selected retirement age, which relates to their investment funds (Glidepath). If employees are enrolled within this 15 year period, they'll receive this pack within one year of their enrolment. Employees will get a retirement pack six months before their selected retirement age. However we'll also send them reminders as they approach their retirement. These reminders will be sent six and four weeks before the employees' selected retirement age.



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