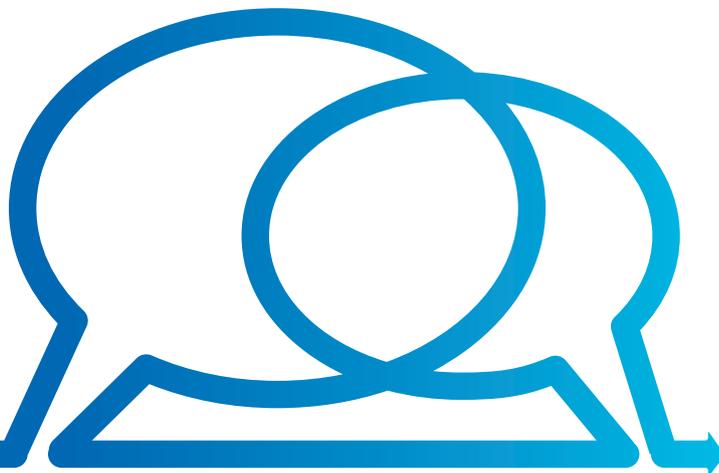


Top 20 FAQs before sign-up:



1. How do I sign up?

Simply visit our website at www.thepeoplespension.co.uk/manage-account and register your details. Once you're registered you'll need to log in to complete the sign-up process. This will usually take up to 30 minutes.

For help with signing up with us, check out our:

- **Sign-up checklist** at www.thepeoplespension.co.uk/wp-content/uploads/2015/11/sign-up-checklist.pdf
- **Guide to signing up** at www.thepeoplespension.co.uk/wp-content/uploads/2016/03/signing-up-with-the-peoples-pension.pdf
- **Quickest sign-up route, Simply Comply** at www.thepeoplespension.co.uk/wp-content/uploads/2016/03/signing-up-with-the-peoples-pension-simply-comply.pdf

2. My employees want to transfer their pension, what are their options?

1. Combining pensions

Your employees can transfer their other pension savings into The People's Pension themselves, through their Online Account or by post.

2. Pension consolidation

If you have an old workplace pension scheme, you may be able to consolidate by transferring into The People's Pension.

3. Switching pension providers

Or, if you're not happy with your current workplace pension provider, you can switch to The People's Pension instead.

For more information about pension transfer options, visit

www.thepeoplespension.co.uk/pension-transfer/#combining-pensions.

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

Simply Comply is the simplest and quickest way to join The People's Pension for employers wanting to meet the minimum auto-enrolment legal requirements. We've completed as much of the account set-up for you to make it easier to sign up and get started.

This may be 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, known as postponement.**

Simply Tailor is our other sign-up route. 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 at any frequency, not just monthly or weekly**
- **want to include subsidiary employers**
- **want to delay putting certain employees into a pension scheme, known as postponement.**

4. How do I get a reduced charge code?

Business advisers, financial advisers, bookkeepers, accountants or payroll bureaus will need to register to the Adviser Centre by visiting our website at www.thepeoplespension.co.uk/ and selecting 'Sign up' at the top right. Once logged in, they can get their code.

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

5. My organisation is based abroad, can I still set up an account?

Yes, if your organisation is based overseas you can still set up an account with The People's Pension to enrol staff who are working or ordinarily working in the UK under The Pension's Regulator's criteria www.thepensionsregulator.gov.uk/docs/detailed-guidance-3.pdf. Contributions will need to be made to us through a UK bank account.

6. Does The People's Pension allow postponement?

Yes, you can legally delay putting employees into your pension scheme for up to 3 months if you have a monthly payroll and up to 12 weeks if you have a weekly payroll. If you plan to do this, the date your duties start remains the same, but your first pay period will change to when we expect that first contribution. Postponement is only available if you've chosen to join The People's Pension through the Simply Tailor sign-up route. More information on postponement can be found at www.thepensionsregulator.gov.uk/postponement.aspx.

7. I've been locked out of my Online Services account. What do I do?

To get back into your account, visit <https://onlineservices.bandce.co.uk> and select 'Forgotten your password?'. On the next page, enter your email address for your account and choose if you've forgotten your password and/or your security word.

If you didn't lock your account, please contact us on **0300 2000 555**.

8. How much do you charge employers who sign up to The People's Pension?

Employers only need to pay a one-off set-up charge when they join The People's Pension.

This is just £500 + VAT or can be a reduced charge of £300 + VAT if the employer signs up to The People's Pension using an intermediary or adviser (ie a financial adviser, business adviser, accountant, bookkeeper or payroll professional). Once this payment has been made, there're no other ongoing charges (monthly or annually) for employers to pay.

The one-off set-up charge covers all the ongoing support employers receive from us. This means we can continue to provide high standards of service and support for new and existing customers. It also means we can maintain our low annual management charge of 0.5% for members.

9. How do I pay the set-up charge?

You can pay the one-off set-up charge by Direct Debit, debit card or credit card during the sign-up process, by logging into your Online Services account on our website.

If you've received a reduced charge code from an intermediary or adviser (ie a financial adviser, business adviser, accountant, bookkeeper or payroll professional) you'll need to enter this before making the payment.

10. What is a duties start date?

This term refers to the date you need to legally start meeting your auto-enrolment duties. It's relevant for those who became an employer for the first time on or after 1 October 2017. These duties apply immediately from the first day that your first employee(s) started working for you.

If your duties began after 1 October 2017, you still have the option to use postponement. This gives you 3 months extra to work out who you need to put into your pension scheme. For more about the postponement period visit www.thepensionsregulator.gov.uk/postponement.aspx.

The Pensions Regulator's website also includes more information about your auto-enrolment duties at www.thepensionsregulator.gov.uk/en/employers/new-employers/step-1.aspx.

11. How do I work out what my pay period (or pay reference period) date should be?

Visit our website for more information about pay periods and how to work your pay period out at www.thepeoplespension.co.uk/help/knowledgebase/what-is-a-pay-reference-period-prp.

12. When do employees receive their joiner information?

Once you've submitted your first data file/employee information, our system will automatically send out the joiner information. It will take 24-48 hours for employees to receive this information by email and up to 1 week if you've chosen for them to receive it by post. If you don't supply an email address, the joiner information will be posted.

13. When can employees opt out?

Employees can opt out after they receive their joiner information. They have 1 calendar month to opt out and get a refund of their contributions. The money contributed by the employer will then be credited to the employer's pension account to use for further contributions.

It's the employer's responsibility to refund the employee (usually through payroll). If employees opt out after the one month deadline provided on the joiner information, they won't receive a refund of their contributions.

14. 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 must make sure we know as much as possible about the organisations we're doing business with. Know your customer policies are 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 your organisation as well as checks on the organisation itself. Part of these checks require us to see evidence of your organisation's source of funds. This is why we ask to see evidence of your bank account, and when we do, you'll need to provide a bank statement (within the last 3 months), a void cheque or a paying-in slip.

15. What's the 'agreement to bind'?

The agreement to bind is part of the final stages of set-up with The People's Pension. Employers agree 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 independent financial advisers 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 organisation who does have this authority. We'll then contact them so they can accept our terms and conditions and bind the pension scheme.

16. 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 first 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.

17. How do I know if my payroll is compatible with The People's Pension?

We're compatible with most payroll providers. You just need to check that whichever payroll software you use, can create a XLS, XLSX or CSV format file in Excel. If your payroll isn't compatible and isn't able to upload your file, we also accept manual data entry.

Take a look at our guide for more on manually entering employee data at

www.thepeoplespension.co.uk/wp-content/uploads/2016/03/manually-entering-employee-data.pdf.

18. What's payroll integration? Do you accept it?

Essentially, it's the automated delivery of employee data to pension providers through payroll software without the need for manual uploads.

To support in seamless transfers of employee data, we've partnered with payroll software provider Sage. We're also working with systemsync who've created pensionsync, a solution to automate the delivery of data between payroll, auto-enrolment middleware and pension providers.

For more information see www.thepeoplespension.co.uk/how-the-peoples-pension-works-with-payroll.

19. Can the pay period (or pay reference period) date be backdated?

Yes. If this is your first file upload, the start date of your pay period can be in the past.

If you've previously uploaded a file, you'll need to contact us at support@bandce.co.uk to make this change.

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

Employees will receive some information on our glidepath 15 years before their selected retirement age.

Depending on the investment funds they've chosen (eg if they're invested in one of our investment profiles), your employees will be put onto a glidepath. This is an automatic process that gradually moves their pension savings into more secure investments as they approach their selected retirement age.

If your employees are enrolled within this 15-year period, they'll receive this information within one year of their enrolment.

Employees will also get retirement information 6 months before their selected retirement age. We'll also send them reminders as they approach this. These reminders will be sent 6 weeks and 4 weeks before their selected retirement age.



B & C E Financial Services Limited
Manor Royal, Crawley, West Sussex, RH10 9QP. Tel 0300 2000 555 Fax 01293 586801.

Registered in England and Wales No. 2207140. To help improve our service we may record your call. B & C E Financial Services Limited is authorised and regulated by the Financial Conduct Authority Ref: 122787. It acts as a distributor of, and an administrator for, pensions (including The People's Pension Scheme), accident and death insurance and a range of financial welfare products.