

Completing this form on your computer provides a clearer instruction and can help to avoid delays.

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This form should work on most smartphones but we recommend completing it on your computer or tablet for ease of use.

## Benefit Payment Form

### Capped or Flexi-access Drawdown



#### Explanatory notes

Please complete this form if you wish to take benefits from your SIPP through income drawdown (capped or flexi-access). Please note additional capped drawdown is only available to those already in capped drawdown.

If you wish to take an uncrystallised funds pension lump sum payment (UFPLS) from your SIPP, please complete the 'Benefit Payment Form for UFPLS'. If you wish to use your SIPP to purchase an annuity, please complete the 'Annuity Open Market Option Request Form'. These forms are available on our website at [www.jameshay.co.uk](http://www.jameshay.co.uk) or from the contact details below.

**PLEASE NOTE: For a description of the different benefit options available to you from your SIPP, please refer to our fact sheet called 'Accessing Your Pension with James Hay Partnership' available on our website at [www.jameshay.co.uk](http://www.jameshay.co.uk) or from the contact details at the end of this section. We strongly suggest that you read this fact sheet before proceeding. Please also refer to the 'Notes' section at the end of this form.**

If you have more than one SIPP, you should complete a separate form for each SIPP that you wish to take benefits from.

**Please complete this form on your computer where possible. You can save any progress and return to it later. When complete, please print, sign the member declaration in Section 13 in black ink 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 Service Executive Team or our general enquiry number 03455 212 414.**

#### Pension Wise

#### Accessing the Government's free and impartial guidance service



The Government has removed the restrictions on what you can do with your pension savings. This means that you are able to choose the option that's right for you.

Pension Wise is a Government service 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.

Please visit the Pension Wise website at [www.pensionwise.gov.uk](http://www.pensionwise.gov.uk) or call either 0800 138 3944 or 0300 330 1003 (from outside the UK +44 20 3733 3495), if you wish to use this service.

#### 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 10 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.

**If you have received advice from a regulated financial adviser and are following this advice, and your financial adviser is submitting this form on your behalf with a covering letter, then you do not need to answer the questions in Section 1, as any risks should already have been explained to you as part of that advice. Otherwise, you must 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  Not sure
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  Not sure
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  Not sure
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  Not sure

**1 Important information and risks you must consider before proceeding (continued)** Applicant to complete

5. Have you considered other ways of taking money from your pension other than income drawdown e.g. an annuity? Yes  No  Not sure   
 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).
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  Not sure
7. Will the money you are taking from your pension fund be your sole or main source of wealth in retirement? Yes  No  Not sure
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  Not sure
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  Not sure
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  Not sure
11. Do you receive any means tested benefits from the Government? Yes  No  Not sure
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  Not sure
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  Not sure
14. Fraudsters increasingly target people to move their pension fund, and target them once they have taken money out of their pension. You need to be careful when deciding where to invest your pension fund, and any money taken from it, as you could lose some or all of your money if you are the victim of a scam. You should read the 'Scam proof your savings' document from [www.jameshay.co.uk](http://www.jameshay.co.uk) or seek more information from [www.fca.org.uk/scamsmart](http://www.fca.org.uk/scamsmart) before making any investment decisions.  
 Are you aware that pension and investment scams exist and what to look out for? Yes  No  Not sure
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  Not sure

**2 Availability of Pension Wise and financial advice** Applicant to complete

- (i) Has James Hay Partnership provided you with clear and adequate information about the free Pension Wise service and how you can access this service? Yes  No
- (ii) Has James Hay Partnership provided you with clear and adequate information on how to find a financial adviser if you so wish? Yes  No
- (iii) Have you taken advice from a regulated financial adviser in relation to taking money from your pension fund? Yes  No
- (iv) Have you received guidance from Pension Wise in relation to taking money from your pension fund? Yes  No

If you have answered **No** to questions (iii) and (iv), 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.

**If you have received advice from a regulated financial adviser, and they are submitting this form on your behalf with a covering letter, please continue to Section 4. Please note that if this advice did not include an illustration, you should contact your financial adviser to request one.**

**3 Money Advice Service guide and illustration** Applicant to complete

The Money Advice Service 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 Money Advice Service 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
---	---	---	---	---	---	---	---

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.

**IMPORTANT:** Making decisions about your pension based on short term events, such as the Covid-19 pandemic, can have long term consequences for your financial wellbeing and retirement.

There are additional risks related to accessing your pension at this time. Below is a summary of some of the things you need to consider before accessing your pension savings.

Please read the information below, and confirm in Section 14 that you have considered and accept the additional risks.

<p><b>Are you accessing your pension to prevent further investment losses from market volatility due to Covid-19?</b></p>	<p>You will receive only the current value of your pension investments (which might have fallen recently), and this may be subject to further taxes, charges or deductions. Locking in this loss now means you might miss out on any future increases in value if markets recover, and could reduce how much money is available to generate the income you may need in later life.</p> <p>Before making any major decisions about your pension, you should take the time to get independent guidance or financial advice.</p>
<p><b>Did you know that you may be entitled to employment guidance and financial support, available from the government, if you are experiencing financial distress due to the impact of Covid-19?</b></p>	<p>The support available in these circumstances covers guidance on your rights to sick pay, and what benefits you can claim if you are self-employed or not entitled to sick pay. You can find this information on the <a href="#">Money Advice Service website</a>. There is also a <a href="#">Debt Advice locator</a> tool to help you find where you can go for appropriate debt advice.</p>
<p><b>Do you have access to other savings or income sources that you could access instead to avoid incurring any tax liabilities?</b></p>	<p>If you have other sources of finance, depending on what these are, there may be fewer long-term risks if you access those first.</p>
<p><b>Do you plan to make contributions to your SIPP, or any other pension, in the future?</b></p>	<p>If you flexibly access your pension now (as an Uncrystallised Funds Pension Lump Sum or through Flexi-access Drawdown), but you intend to save more into a pension in future, then you will continue to receive tax relief on contributions paid in up to age 75, but this will be capped to a maximum of £4,000 per year (known as the Money Purchase Annual Allowance).</p>
<p><b>Do you intend to access more than 25% of your pension pot?</b></p>	<p>You can normally take up to 25% of your pension pot tax-free. Depending on how you withdraw funds from your pension, the rest will normally be subject to income tax, and withdrawing large sums could move you to a higher income tax band.</p> <p>Taking the whole pot as cash will also result in a large tax bill, so you should always seek independent tax advice before taking any action.</p>
<p><b>Are you withdrawing money with the intention of investing in something that is being promoted as a special offer, pressuring you to act quickly, or is offering unusually high rates of return?</b></p>	<p>In times of crisis, pensions can become a target for illegal activities, scams or inappropriate investments. Scams take many forms and often appear to be legitimate investment opportunities.</p> <p>Regulators recommend four simple steps customers can take to protect themselves from pension scams:</p> <ol style="list-style-type: none"> <li>1. Reject all unexpected pension offers, whether made online, through social media or over the phone.</li> <li>2. Check who you are dealing with before changing your pension arrangements. You can check the <a href="#">FCA Register</a> or call the FCA helpline on <b>0800 111 6768</b> to see if the provider you are dealing with is authorised by the FCA.</li> <li>3. Don't be rushed or pressured into making any decisions about your pension.</li> <li>4. Consider getting impartial information and financial advice before taking any action.</li> </ol>

**4 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

Telephone

Email

National Insurance number

**5 Protection**

Applicant to complete

If you currently hold, or have applied to HM Revenue & Customs 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"/> Individual Protection 2014 |
| <input type="checkbox"/> Primary Protection    | <input type="checkbox"/> Individual Protection 2016 |
| <input type="checkbox"/> Fixed Protection 2012 | <input type="checkbox"/> Pension Credit Rights      |
| <input type="checkbox"/> Fixed Protection 2014 | <input type="checkbox"/> International              |
| <input type="checkbox"/> Fixed Protection 2016 |   |

Protection reference number

Scheme administrator reference

**PLEASE NOTE: We still require completion of Section 6. Please enclose a copy of the relevant HM Revenue & Customs certificate(s) when submitting this completed form to us.**

**If you have received a temporary reference number from HM Revenue & Customs 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 HM Revenue & Customs to obtain a permanent reference number, and provide this to us to ensure your protection remains valid.**

**6 Lifetime allowance**

Applicant to complete

Have you taken pension benefits from any scheme other than James Hay?  
If **No**, please continue to Section 7. Yes  No

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

**6a 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.**

**6b Post 5 April 2006 benefits**

Applicant to complete

If you have elected to take benefits since 6 April 2006, please provide the total percentage of lifetime allowance used to date: <sup>1</sup>

 %

<sup>1</sup> If you were taking income benefits prior to 6 April 2006, we will assume that the percentage of deemed lifetime allowance used in respect of these is included in this percentage.

If you have Primary Protection 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	Amount crystallised
	£	£
	£	£
	£	£

**7 No lifetime allowance remaining**

Applicant to complete

Please only complete this section if you have used up all of your lifetime allowance, or if this request will exceed your remaining lifetime 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 (subject to a 55% tax charge)

Income (subject to a 25% tax charge)

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%

**8 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

**8a 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: £

**8b 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

**9 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.**

**10 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 11.

**10a 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>2</sup>

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

<sup>2</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.

**10b Disinvestments for income**

Applicant to complete

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>3</sup>

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

<sup>3</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.

**11 Ill health**

Applicant to complete

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

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.

**12 Explicit consent (for members taking early benefits through ill health only)**

Applicant to complete

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 in Section 11:

- 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

Date

**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 in the Data Protection Statement.



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

Sort code  Account number

Building society reference number (if applicable)

Bank name and address

Postcode

**Foreign bank account details:**

IBAN/Account number

Payee

Bank name and address

Postcode

Intermediary bank/ Swift code  Swift code

Beneficiary bank code  Routing number (If USA)

Currency

**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. However if I choose to do so at any time other than the annual review date, an extra charge may be levied from my pension fund to meet the additional administration costs
- 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 HM Revenue & Customs, 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 HM Revenue & Customs the details of any certificate which I supply which enhances my lifetime allowance
- if I have waived my right to a pension commencement lump sum payment for the amount of pension fund I am using to pay benefits in Section 8, I accept that once I have waived my right to this lump sum payment I cannot elect to take this lump sum payment in the future
- 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.

I confirm that I have read the Covid-19 additional risks and considerations in Section 3a.

Member signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

#### **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 less 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, HM Revenue & Customs certificate showing any enhancement to the standard lifetime 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 lifetime 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.

**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).

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