Please read this document carefully so you fully understand the implications of any financial decisions, and keep it safe for future reference. It may also help to refer to our online **glossary** for explanations of technical or unfamiliar terms.

embark pensions

EMBARK PENSIONS
CHANGE OF ADVISER FORM

We want all of our customers to be able to access our services equally. For those who may need additional help, we have put in place some support to make it easier. If required, we can arrange to send you this document in special formats, such as large print or braille. Please ring us on **01204 803500** if this is needed.

Full details of how we can tailor communications and documents to suit your needs can be found on our website at **www.embarkpensions.co.uk/accessibility-policy**

Please use this form to change your financial adviser for your Embark Pension scheme

Information you will need

You will need to complete this form to inform us of any changes to your financial adviser.

Your new financial adviser may need to complete an agent registration form if they don't currently have an agency agreement with Embark Pensions. Where applicable, we will issue this directly to them upon receipt of this form.

Please complete this form in BLOCK CAPITALS and BLACK INK and email it to **customerservices@embarkpensions.co.uk**.

We strongly recommend that you encrypt your email to protect the contents and your personal information. If you are using a password to protect your request, please remember to contact us separately with the password used. Alternatively, please post to: Embark Pensions, Provincial House, 37 New Walk, Leicester, LE1 6TU.

If at any time you need assistance in completing this form, please call our Customer Services team on **01204 803500**.

1 MEMBER DETAILS

Pension Scheme Reference:

Title:

Forename(s):

Surname:

Date of birth: D D M M Y Y Y Y

Email Address:

Telephone Number:

2 CURRENT ADVISER DETAILS

Current Adviser Name:

Current Company Name:

3 NEW ADVISER DETAILS

If your new adviser doesn't currently have an agency agreement with Embark Pensions, they must complete an agent registration form in the first instance.

Financial Adviser Firm Name:

Adviser Contact Name:

FCA Number:

Email Address: Telephone Number:

4 ADVISER CHARGE

Are fees to be paid to your new adviser? ☐ Yes ☐ No

If **No**, please go to section **5**.

The effective date of this charge will be the date we receive this form.

Please provide the bank account details where these fees should be paid.

Bank / Building Society:

Account Name:

Sort Code: Account Number:

Initial Fee or One-off Fee

£ **OR** %: Is this charge subject to VAT?* ☐ Yes ☐ No

Date fee to be paid: D D M M Y Y Y Y **OR** immediately ☐

Ongoing Fee

£ **OR** %: Is this charge subject to VAT?* ☐ Yes ☐ No

Date fee to be paid: D D M M Y Y Y Y **OR** immediately ☐

And then paid: ☐ Quarterly ☐ Annually

NOTE: If quarterly selected, we will pay one quarter of the stated fee, every three months. If this is a % then we will calculate this amount at the annual anniversary of the scheme and we will then pay one quarter of the fee, every three months.

Direct Fees

Will your adviser be receiving any fees directly from an Investment Firm? ☐ Yes ☐ No

NOTE: If a fee is also being paid direct from the Investment Firm to the adviser, we will take this into consideration when checking the total fees we are being asked to pay to them from the pension scheme.

If **yes**, please provide details:

5 MEMBER DECLARATION

I confirm the appointment of the financial adviser as detailed in section 3 and where applicable, my agreement that the above detailed fees in section 4 are to be paid to my financial adviser and that any change to my financial adviser or any change in fees will be supplied in writing.

Signature (Member):

Print Name:

Date: D D M M Y Y Y Y

6 ADVISER DECLARATION

Where applicable, please provide the VAT registration number for the Financial Adviser Firm listed in section 2.

VAT registration number:

I declare that the above detailed fees in section 4:

- Relate only to advice or other services I have provided to the plan member in relation to their benefits under the plan
- Relate only to a genuinely commercial arrangement agreed with the plan member
- Will not be paid in whole or in part to the plan member or anyone connected to the plan member

I acknowledge that Embark Pensions will verify my details both during the application process and the ongoing administration of the account.

Adviser Signature:

Print Name:

Date: D D M M Y Y Y Y

7 FREQUENTLY ASKED QUESTIONS

When will the change of adviser be effective from?

Your current adviser will be removed immediately, upon receipt of this form. This means that no further access will be provided to your scheme to your previous financial adviser and no further fees will be paid. As soon as we have completed our due diligence on your new financial adviser they will then be appointed to your scheme.

When will the adviser need to complete a registration form?

If we currently don't conduct business with your new adviser or an agent registration form has not been completed previously, then we will issue this to your new adviser for completion and return. We will then complete our due diligence before appointing them as your registered financial adviser to your scheme.

What happens if my new adviser can't complete your due diligence?

If your new financial adviser fails to register on the Embark Pension agency or if there is a need to cancel their registration in the future, we will remove access to information concerning your scheme and will advise you accordingly. You will then be classed as an unadvised pension scheme member until you appoint a new financial adviser.

Who else do you tell about my change of adviser?

We will also advise the bank, where statements are being issued directly to your previous financial adviser and will also advise any investment companies of the change.

What will happen to fees currently being paid?

As soon as we become aware of any change in your financial adviser, we will ask connected investment companies to stop paying any fees to them and we will also stop any fees being paid from your SIPP bank account. Any new fees will then need to be agreed with your new financial adviser and established with ourselves and your investment companies.

8 NEXT STEPS

Please email this form to **customerservices@embarkpensions.co.uk**. We strongly recommend that you encrypt your email to protect the contents and your personal information. If you are using a password to protect your request, please remember to contact us separately with the password used. Alternatively, please post to: Embark Pensions, Provincial House, 37 New Walk, Leicester, LE1 6TU.

Embark Pensions will then:

- Acknowledge receipt of your application and verify the information you have provided
- Confirm the request has been actioned.

embark pensions

01204 803 500

customerservices@embarkpensions.co.uk

Embark Pensions, Provincial House,
37 New Walk, Leicester, LE1 6TU

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