



nest

NATIONAL  
EMPLOYMENT  
SAVINGS TRUST

# Welcome to NEST

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All the key information you need  
about being a member of NEST

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Please write your NEST ID here:  
You'll find this number on the welcome  
letter we sent when you joined NEST.

# Welcome to NEST

Building a retirement pot is important. We know you take it seriously. We do too. We've designed NEST to make it easy for you. Now that you're a member you can take control of your retirement pot if you want to. It's up to you how involved you'd like to be. NEST is designed to look after your money whatever you choose to do.

## How do you know how much money is in your NEST retirement pot?

You can check what your retirement pot is worth, whenever you want, by logging into your online account. You can also keep track of what's being paid in by you, your employer and the government. To start using your online account visit [nestpensions.org.uk/myaccount](https://nestpensions.org.uk/myaccount)

### Your online account

There are lots of reasons to log into your online account. You can read more on page 6.

## When can you take your money out of NEST?

You can choose any date from your 55<sup>th</sup> birthday.

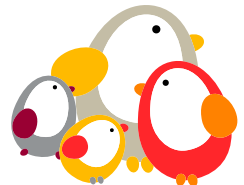
It's really important to let us know when you plan to take your money out of NEST so we can try to manage your money accordingly - see page 13 for more information. You can do this by logging into your account.

There's more information about taking your money out on page 15.

## Who gets your money?

Your NEST retirement pot is only there for you and your loved ones. So it's important that you tell us who you'd like to receive it if you die before you take your money out. This could be your partner or spouse, a family member or a charity.

Find out more about how you can do this on page 20.



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## **i** Opting out

If you don't want to contribute to NEST you can choose to opt out. You must do this within your opt-out period.

If you don't opt out within this period you can still choose to stop your contributions at any time.

You can find out more about opting out and stopping contributions on page 22.

# 01 About us

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## Helping you to save for your retirement

NEST is here to help you to build up a retirement pot. A lot of people in the UK haven't had a workplace pension before, so we've spent time finding out what they want and need from a scheme like NEST.

NEST is an occupational pension scheme run in members' interests and we've been set up to look after your money.

## Making pensions easier

We understand that pensions can be confusing. That's why we're doing our best to keep things simple and put you in control.

We don't use jargon and we take the time to make sure information about your pension is easy to understand.

We know that pensions aren't always a day-to-day concern. Our research shows that many people just want to keep on contributing and let us take care of the rest.

NEST lets you do exactly that with a straightforward approach designed to help your retirement pot grow over the long term.



## The people who run NEST

NEST Corporation is the organisation that runs the NEST pension scheme. It's made up of a Chair and up to 14 Trustee Members who run the scheme in the interests of our members.

In this booklet we use the term NEST to refer to both NEST Corporation and the scheme.

Find out more by visiting  
[nestpensions.org.uk/hownestisrun](https://www.nestpensions.org.uk/hownestisrun)

## 02 Why have a pension?

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It's a good idea to put some extra money away for your future. A lot of people plan to rely mainly on the State Pension. It's worth remembering that the basic State Pension is £115.95 a week for 2015/2016.

The State Pension can give you a foundation for your income in retirement, but may not give you enough money for the retirement you want.

### Why a workplace pension is different

Putting money aside for retirement needs a special approach. Between now and the time you retire the cost of things such as food, petrol and taking a holiday is likely to go up. You need to make sure your money grows more than the rising cost of living. A pension scheme is one of the best ways of doing this.

You'll also get extra money added by your employer and most people will get money from the government through tax relief. That means over the years there'll be more money going into your retirement pot than if you just saved in a bank account.

A pension can also offer some long-term security for your family, partner or loved ones. If you die before taking your money out of NEST and you've told us who you'd like to get your money, we'll do our best to make sure they get it.

### Putting money away for the future

There are many different ways to put money away and lots of people choose to do it through a savings account or by putting cash into an ISA. However, at the moment bank accounts don't offer high rates of interest. When you come to retire you may find that the money you've saved is worth less than you expected because of the increased cost of living.

NEST aims to grow your money more than if you put it in a bank account and built up interest.



## 03 Being a member of NEST

You're a member of NEST for one of two reasons:

- your employer automatically enrolled you
- you asked your employer to enrol you.

You can learn more about who can be a member of NEST and ways of joining by visiting [nestpensions.org.uk/joiningnest](https://www.nestpensions.org.uk/joiningnest)

### Using your online account

As a member of NEST you have your own online account. By logging into your account you can start to make the most of being a member of NEST.

### What can you do with your online account?

- 1 See the value of your retirement pot



- 2 Check what your employer is contributing



- 3 Make sure we have up-to-date details for you



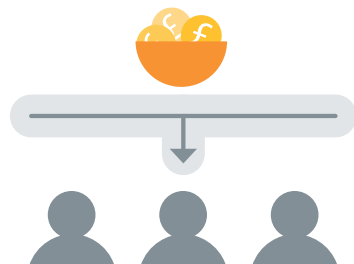
- 4 Find out how much you could get when you take your money out



- 5 Pay in more or stop contributions for a while



- 6 Tell us who you'd like your money to go to if you die



When you log into your account you can also access your own secure online mailbox. This is where you can find all the information we send you. It's a good idea to let us know your email address so we can email you as soon as there's something new in your NEST mailbox. That way you can receive important information from us quickly.

Sending you communications electronically instead of on paper helps us to keep costs low. Lower costs mean we can keep charges low for all members, so more money goes towards your retirement. It's good for the environment as well.



### Getting NEST information by post

If you want to receive NEST communications on paper, you'll need to let us know. You can do this by logging into your account, calling us or writing to us. Find our contact details at the back of this booklet.

### Logging into your online account

When you log into your online account for the first time you'll need your National Insurance number and your NEST ID. You'll find your NEST ID at the top right of the welcome letter we sent you when you joined. If you can't find it don't worry, you can still log in with your date of birth.

Go to [nestpensions.org.uk/myaccount](https://nestpensions.org.uk/myaccount) and follow the instructions on-screen.

### Your retirement pot stays with you even if your circumstances change

Now that you're a member of NEST, you can keep the same retirement pot and contribute to it even if your circumstances change. For example, you can still contribute if you become self-employed or stop working.

If you change jobs and your new employer uses NEST then both you and your employer can contribute to the pot you already have.

Even if your next employer doesn't offer NEST you can still contribute directly to your NEST pot yourself. You'll need to contribute at least **£10** each time.

## 04 Contributing to NEST

The best way to build up a retirement pot is to start as soon as you have the chance and then keep contributing.

It's never too late to start. No matter when you start or how much is being paid into your retirement pot, at NEST we'll look after it carefully.

### Contributing to your retirement pot

Whether you've been automatically enrolled or you've asked to be enrolled in NEST there's a minimum contribution level that must be added to your retirement pot.

Your employer will pay some or all of this and the rest will come from you and tax relief if you're eligible for it.

Minimum contributions start low and will increase over a number of years. If you think you can't afford it, you may find that once you give it a go for a few months you get used to it. Setting money aside for your retirement may be easier than you thought.

### What does the value of your pot depend on?

- **Contributions** - see below.
- **Charges** - see more on page 11.
- **Growth** - see section 5 on page 13.

### Contributions

Contributions can come from:

#### ➤ **You or someone paying in for you**

As well as regular contributions, one-off contributions of at least **£10** are also allowed.

#### ➤ **Your employer**

Your employer can make regular contributions.

#### ➤ **The government through tax relief**

At the moment the basic rate of tax relief is 20 per cent.



Find out more online at [nestpensions.org.uk](https://nestpensions.org.uk)



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## How tax relief works

If you're eligible for tax relief, for every **80p** that you contribute to your retirement pot you'd normally get an extra **20p** added to your pot from the government.

Even if you don't have any earnings you'll still receive tax relief on **£2,880** of your contributions in a tax year.

This will only be the case if either:

- you were a resident in the UK at some point during that tax year
- you were resident in the UK when you joined NEST and at some point during the five years before the year you're claiming tax relief.

Your pension contribution is deducted after tax is calculated on your pay. NEST will claim basic tax relief on your behalf and add it to your pot. This means that money that would have gone to the government as tax goes into your pension pot.

If you pay tax at a higher rate on some of your earnings, you may be able to get more tax relief on your contributions. You'll need to claim this yourself by completing a Self Assessment tax return and sending it to back to HMRC.

Find out more at [gov.uk/self-assessment-tax-returns](https://gov.uk/self-assessment-tax-returns)

## How your employer will work out your contributions

Employers have different options for calculating minimum contributions. To find out how your contributions are worked out it's best to check with your employer.

One method they may use is based on 'qualifying earnings' – a band of earnings defined by government each year. See more about this at [nestpensions.org.uk/autoenrolment](https://nestpensions.org.uk/autoenrolment)

For more on the other ways your employer might calculate minimum contributions, go to [pensionsadvisoryservice.org.uk](https://pensionsadvisoryservice.org.uk) and search for 'pensionable pay'.

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## NEST's annual contribution limit

Currently NEST has an annual contribution limit. This means there's a cap on how much money you can pay into your NEST account in a single year.

The limit for the 2015/16 tax year is £4,700. The trustee of NEST adjusts this figure every year in line with average earnings. From April 2017 the limit is due to be removed completely. After this you won't be restricted by the annual contribution limit on the amount you put in.

## What counts towards the annual contribution limit?

The limit includes your contributions, contributions from your employer and any tax relief from the government. The contribution charge (see page 11) is taken off when your contributions go into your retirement pot. So, the maximum amount that ends up in your retirement pot each year is the annual contribution limit minus the 1.8 per cent contribution charge.

If we receive contributions from your employer that take you over the annual contribution limit we'll accept those contributions and hold the extra amounts as cash until the end of the tax year.

If any contributions you make directly into NEST take you over the annual contribution limit, or you're already over the limit when you make them, we won't accept these.

At the end of the tax year, if you're over the contribution limit we'll work out how much, if anything, needs to be refunded to you. We'll then give you the option of taking a refund or putting these contributions back in the pot against next year's annual contribution limit.

Find out more about the annual contribution limit under 'Once you're enrolled' at [nestpensions.org.uk/faqs](https://nestpensions.org.uk/faqs)

## Are there any exceptions where NEST will accept contributions over the annual contribution limit?

Yes. There are some exceptions. For example, when money comes into your NEST retirement pot in a lump sum in the two situations outlined below.

- A court has awarded you a share of an ex-spouse or civil partner's retirement pot in a divorce or at the end of a civil partnership.
- You're moving your money from an occupational pension scheme that you've saved in for more than three months but less than two years. For more on this, see page 12.

If one of these situations applies to you, the transferred amount won't count towards the annual contribution limit.

This means that together with your own and any regular contributions from your employer, the total contributed to your pot in a year could be more than our annual contribution limit.

## NEST's charges

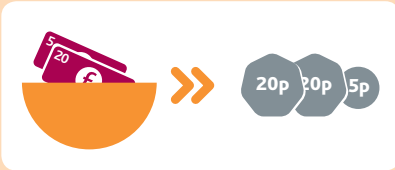
NEST is an occupational pension scheme run in members' interests. We don't make a profit from looking after your money. However, we need to cover the costs of setting up the scheme and managing your retirement pot.

### How our charges work

We take a small percentage of the money going into your pot known as a contribution charge.

This amount is **1.8 per cent**.

Suppose **£25** is being added to your pot each month. This means of this **£25**, we take a contribution charge of **45p**.



Over 12 months if **£300** is added to your pot, then the contribution charge over the year works out as **£5.40**.

We also take a very small percentage off the value of your retirement pot over the year. This is known as an annual management charge.

This amount is **0.3 per cent**.

Suppose your total retirement pot is worth **£5,000**. This means we charge **£15** over the year.



In this example, where **£25** is paid in every month and the total amount of money in your pot at the beginning of the year is **£5,000**, the total you'd pay in charges in this year is about **£20**.

## Can you move money into NEST from another pension scheme?

From April 2017 you'll be able to move money from other pension pots to NEST.

Until then, there are only two circumstances in which you might be able to move money into NEST from another pension scheme. You'll need to check the other pension provider's rules first.

You can transfer into NEST if:

- you're awarded a share of a former spouse or partner's retirement pot.
- you're moving your money from an occupational pension scheme that you've saved in for more than three months but less than two years.\*

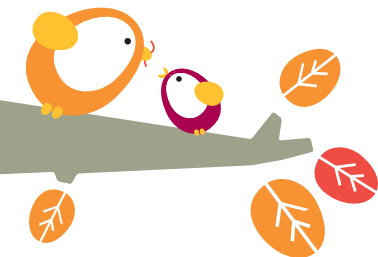
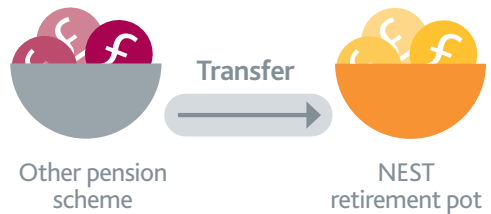
\*You'll only be able to do this if:

- you joined your previous workplace pension scheme before 1 October 2015 and were a member for more than three months and less than two years

or

- you joined your previous pension scheme after 1 October 2015 and were a member for more than three months and less than two years, and your previous pension was either a defined benefit arrangement or a mixed benefit arrangement that included defined benefit.

Check with your previous pension provider to see if you fall into either of the above categories.



## 05 What happens to your money in NEST?

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### Managing your money

We understand that most members are looking for steady, consistent growth from the money they put into their retirement pots.

When you put money into NEST we manage it carefully for you.

### Helping your pot grow

We aim to make your pot grow for when you retire.

We do this by buying things that usually increase in value over time, such as shares in a company or property. As the company grows or as the property goes up in value you share in the profit. However, there is no guarantee that values will always increase and the value of your pot could fall as well as rise.

### NEST Retirement Date Funds

When you join NEST we put your money into one of our NEST Retirement Date Funds. We'll have a NEST Retirement Date Fund for every year a member could take their money out of NEST.

Unless you tell us differently, we'll assume you'll take your money out of NEST when you reach 65 or your current State Pension age, depending on your date of birth.

So whether you're near retirement or further away from it, we'll have a NEST Retirement Date Fund for you.

For example, if you expect to take your money out in 2022, your retirement pot will be invested in the NEST 2022 Retirement Fund.

If on the other hand you expect to take your money out in 2058, your retirement pot will be invested in the NEST 2058 Retirement Fund.

Each of these funds is managed according to the life stage of members in it. If you're five years from retirement we'll manage your money in one particular way, making sure it's ready for you to take it out. If you're 20 years from retirement, we'll manage your money differently, focusing on growing it as much as possible. You can read more about how and why we do this on our website at [nestpensions.org.uk/nestretirementdatefunds](https://nestpensions.org.uk/nestretirementdatefunds)

To make sure we invest your money in the right way, it's important that you tell us the correct retirement date for you.

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## Other funds

Some members may have personal beliefs or preferences about how we manage their money.

For example, some people may feel strongly about fair trade, labour rights or the environmental impact of the companies they put money into. Others may want a way of putting money away that fits with Islamic principles.

Alternatively they may just want their money to be invested in a way that aims to grow it differently from the NEST Retirement Date Funds.

For these reasons NEST offers a carefully selected choice of other funds.

These funds are:

- NEST Ethical Fund
- NEST Sharia Fund
- NEST Higher Risk Fund
- NEST Lower Growth Fund
- NEST Pre-retirement Fund.

You can find out more about all of our fund choices at [nestpensions.org.uk/otherfundchoices](https://nestpensions.org.uk/otherfundchoices)

## How to make the most of your pot

### ➤ Keep at it

The most straightforward and reliable way to build your retirement pot is to keep making contributions.

That way you won't lose out on any money from your employer or any tax relief you may get from the government.

### ➤ Put more in

You can contribute more than the minimum amount that your employer has asked you to pay, so long as no more than £4,700 is paid into your NEST account in any one year. From April 2017 you won't be restricted by the annual contribution limit on the amount you put in.

To see the difference even small extra contributions could make to the value of your pot and what you could get when you come to take your money out of NEST you can use our pension calculator at [nestpensions.org.uk/pensioncalculator](https://nestpensions.org.uk/pensioncalculator)

### ➤ Leave it in longer

Leaving your money in longer means you'll have more time to make contributions and we'll have more time to grow your retirement pot. You won't get tax relief on any contributions after you reach age 75. Your employer has no duty to pay contributions into your account after age 75.

## 06 Taking your money out of NEST

### When can you take your money out?

You can take your money out of NEST at any point from your 55<sup>th</sup> birthday. We don't charge you for taking your money out so the full value of your pot will be available when you're ready for it.

It's a good idea to tell us when you plan to take your money out so we can make sure we manage your retirement pot to be ready for that date.

If you don't tell us the date you want to take your money out of NEST we'll assume you'll take your money out at:

- age 65 if you were born on or before 5 December 1953
- your current State Pension age if you were born after 5 December 1953
- age 75 if you've already reached 65 or State Pension age at the point of joining.

The State Pension age is changing over the next few years. You can find out what yours is at [gov.uk/calculate-state-pension](https://www.gov.uk/calculate-state-pension)

We'll automatically invest your money in a fund tailored for the year of your retirement. You can change your retirement date at any time by logging into your account and clicking *Take your money out*.

### Can you take your money out early?

There are very few circumstances where you can take out your money before you reach 55. You can't, for example, transfer your pot because you've left your employer unless you're at least 55. But if you're suffering from serious ill health or are unable to work any more you may be able to take your money earlier. To do this you'll need to have your medical condition confirmed by your doctor or registered medical practitioner.

Be extremely cautious if you're offered early access to your retirement pot for any other reason. These offers are usually scams that could end with you losing some or all of your retirement savings. Find out more at [pensionwise.gov.uk/scams](https://www.pensionwise.gov.uk/scams)

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## Understanding your choices

When the time comes to take your money out of NEST, there are a number of things you can do with your retirement pot.

Your options will depend mainly on how much is in your pot.

NEST can help you understand these options and offer information to support you in making your decision.

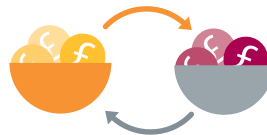
- 1 Taking cash from your NEST retirement pot



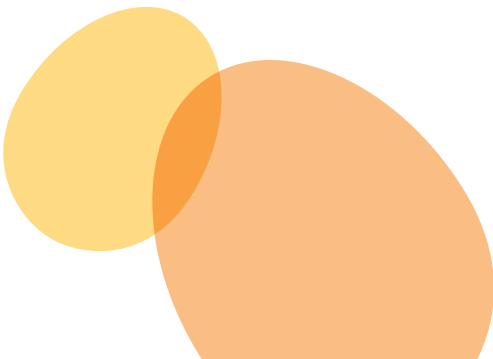
- 2 Getting a guaranteed income through an annuity



- 3 Transferring your pot to another scheme



There are other ways you can take money out of your retirement pot that are not currently offered by NEST. There will be different tax implications depending on the option you choose.





### Option 1 – Taking cash from your NEST retirement pot

When you reach retirement you'll need to decide whether or not you want to take any of your retirement pot as cash. *Your personal retirement options* tells you the options available to you. You'll receive this along with your retirement letter and *Taking your money out of NEST*, a booklet designed to help you think about what you want to do with your money when you take it out of NEST.

Keep in mind that if you decide to take all of your money out as cash, it means you'll have used up your whole retirement pot. This means you won't get any future income from your NEST savings.

You can take all of your pot as cash from age 55. One quarter of it will be tax-free. Any cash you take over this tax-free amount will be taxed as income.

### Option 2 – Getting a guaranteed income through an annuity

You can choose to convert some or all of your retirement pot into a regular income. One way to do this is to buy a product called an 'annuity' from an insurance company. With an annuity you can get a guaranteed income paid to you for the rest of your life.

NEST doesn't provide annuities. However, if you decide you'd like to use your NEST pot to buy an annuity we can help you arrange this once you've chosen a provider.

The income you can get from your retirement pot depends on a few different factors. Some of them are about decisions you make, for example if you want a level income or one that increases with the rising cost of living.

The amount of income you get will depend on how much money is in your retirement pot, your age and what level of income an annuity provider is prepared to offer you at the time. There are many different products and providers out there, so it's a good idea to shop around to get the best option for you.

You tell NEST your chosen provider for your annuity  
NEST will arrange to convert your pot



Convert

You'll receive a guaranteed retirement income for the rest of your life.



You can choose to take up to a quarter of your pot as tax-free cash before buying the annuity.

You'll receive your cash lump sum immediately when you take your money out of NEST.



You can then purchase a retirement income with what's left in your pot.



↓ Convert

You'll then receive an income for the rest of your life.



### Option 3 – Transfer your retirement pot to another scheme

You might choose to transfer your money out of NEST if you want to:

#### › Bring all your pots together

If you have money in more than one pension scheme you might want to put it all in one place. NEST will be able to accept money in from other pension schemes from April 2017. Until then, you'll need to transfer out of NEST to bring more than one pot together.

#### › Access more options for taking your money out

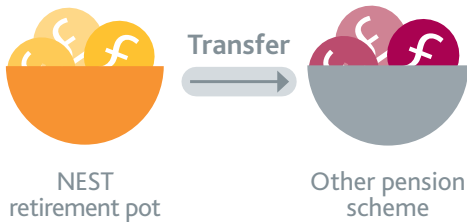
You may decide to make withdrawals from your pot or start getting a retirement income while keeping the rest of your money invested. Options like these aren't currently offered by NEST, so to access them you'd have to transfer your NEST retirement pot to a provider that does. Read the Money Advice Service leaflet, *Your pension - it's time to choose* for a useful overview on your retirement options, at [moneyadvice.service.org.uk](http://moneyadvice.service.org.uk)

You can transfer your money out of NEST into another pension scheme at any time from the age of 55.

NEST won't charge you anything for transferring your pension pot. However, the provider you transfer to may charge you for receiving and looking after your money.

You can find out the value of your retirement pot and request a transfer by logging into your online account or by calling us. You can also write to us using the address on the back cover of this booklet.

The value of your pot will depend on the day that the transfer takes place. This is known as the 'transfer value'.



## How NEST can help you choose

If you're six months or less from the date we expect you to take your money out of NEST we'll send you personalised information about your options. This will help you choose the option you feel is right for you.

At this point we'll also give you full instructions on how to get help with your retirement options.

## Help with your retirement options

The government has set up Pension Wise - a service that offers you free, impartial guidance about your retirement options. When you're close to retirement you'll be able to get tailored help over the phone or face-to-face. You can also find lots of general guidance about retirement options on their website at [pensionwise.gov.uk](https://www.pensionwise.gov.uk) or by calling them on **0300 330 1001**.



## 07 Dying before taking your money out

### Making sure the right person gets your money

You can tell us who you'd like to get your retirement pot should you die before taking your money out of NEST. This is known as your nominated beneficiary. It could be your partner or a member of your family, your favourite charity, a trust or a combination of people and organisations.

It's important to keep your nominations up to date. If you change your mind about who should get your pot you need to tell us. Otherwise, if you die we have to follow your most recent instructions.

The quickest way is to log into your account and go to *Edit profile*.



### How your pot is paid and taxed if you die

If you die before your 75<sup>th</sup> birthday we'll normally pay a cash lump sum to your nominated beneficiaries tax-free.

If you're 75 or older when you die, what's paid to your nominated beneficiaries will depend on whether or not they are classed as 'dependants'. Dependants include:

- a spouse or civil partner
- your children if they are aged up to 22 (or continue to be financially dependent on you because of a disability)
- someone who is not your spouse, civil partner or child but who depends on you financially.

If your nominated beneficiaries are:

- non-dependants, they'll be paid your pot as a lump sum which will be taxed. The rate of tax due will be 45 per cent up until April 2016. After that date the tax due will be based on the highest rate of tax that they pay on their income.
- dependants and they choose to take a lump sum, this will be taxed the same way as non-dependants, except for the first £30,000 of the lump sum. This will be taxed at the highest rate of tax that they pay on their income. If they choose to buy a retirement income it will be taxed at the highest rate of tax they pay on their income.

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## What happens if you don't nominate someone?

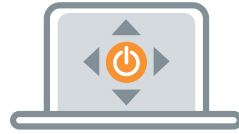
If we can't find the person you've nominated, they've died, or you didn't nominate anyone, we'll normally have to pay your retirement pot to whoever is appointed to look after your estate.

They'll be responsible for distributing your estate in line with your will, or if you don't leave a will, in line with the law. We may decide to pay anything left over that isn't more than £5,000 to one or more of your relatives.

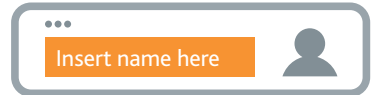
If you die after reaching age 75 without nominating any beneficiaries, we may pay a lump sum to your estate and this will be taxed at 45 per cent.

## How can you make sure the right person gets your money?

- 1 Log into your online account



- 2 Tell us who you want to receive your NEST retirement pot



- 3 Keep your nominations up to date



## 08 If you choose to opt out

If you decide you don't want to be a member of NEST you can opt out during the opt-out period. This is normally a one-month period that starts after your employer enrolls you. You can find this date in the the welcome letter we sent you when you joined.

If you choose to opt out, you're only opting out of NEST with the employer mentioned in that letter. If another employer enrolls you, either now or in the future, and you want to opt out you'll need to do it again.

If you opt out, any money you've contributed with this employer will be refunded, but you should think carefully before you opt out.

Opting out means you'll lose out on employer contributions and tax relief that would have gone into your retirement pot.

After the opt-out period has passed, you can still choose to stop making contributions but you won't get a refund of any contributions you've already made. Your contributions will stay in your NEST retirement pot until you reach the age when you can take your money out.

If you decide to opt out you can do it in the following ways:

- online
- post
- telephone.

To opt out online or over the telephone, we'll need to confirm your identity. We'll ask you for you:

- NEST ID
- date of birth
- National Insurance number or the 'alternative identifier' your employer gave you when they enrolled you.

### Online

Log in at [nestpensions.org.uk/youraccount](https://nestpensions.org.uk/youraccount) then select *Opt out* and follow the instructions on-screen.

The advantage of doing this online is it takes about **two minutes** and we can quickly stop taking contributions from your employer. We'll also write to you to confirm your decision.

### Telephone

Call **0300 020 0090** and follow the automated instructions. This telephone call is likely to take about **six minutes**. Calls cost no more than a national rate call to 01 or 02 numbers. Charges from mobile phones may vary.

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## Post

If you prefer, you can opt out by post. Call us on **0300 020 0090** to let us know. We'll post you a form to fill out and give to your employer. They'll tell us you've decided to opt out.

Opting out this way takes more time to complete so there's a chance your employer might take more contributions from your wages before the process is complete.

Remember the one-month opt-out period means that if you choose to opt out by post, you'll need to do it in good time.

## After the opt-out period

If you don't opt out within the one-month period, you'll still have control of whether you make payments into your retirement pot or not. You can decide to stop making contributions for a period of time. If you want to start contributing again you can. If you want to receive an employer contribution then, assuming you're still eligible, you'll need to talk to your employer.

If you asked your employer to enrol you into NEST to begin with and then changed your mind and opted out, your employer doesn't have to let you opt in again within a 12-month period.

## 09 What other help is available?

### Further help

You can find answers to frequently asked questions at [nestpensions.org.uk/faqs](https://www.nestpensions.org.uk/faqs)

If this doesn't resolve your issue you can contact us by email at [support@nestpensions.org.uk](mailto:support@nestpensions.org.uk)

Or you can call us on **0300 020 0090**

When you call us, you'll need to tell us your:

- NEST ID
- date of birth
- National Insurance number or the 'alternative identifier' your employer gave you when they enrolled you.

You can also write to us at:

**NEST  
Nene Hall  
Lynch Wood Business Park  
Peterborough  
PE2 6FY**

### Help with your retirement options

The government has set up Pension Wise - a service that offers you free, impartial guidance about your retirement options. When you're close to retirement you'll be able to get tailored help over the phone or face-to-face. You can also find lots of general guidance about retirement options on their website at [pensionwise.gov.uk](https://www.pensionwise.gov.uk) or by calling them on **0300 330 1001**.

### Making a complaint

Things can go wrong from time to time. When that happens, our aim is to resolve your complaint in an efficient, fair and timely way. Where we've made a mistake we'll explain what went wrong and take steps to put things right.

We'll acknowledge your complaint within five working days and give you a complaint reference number. We'll then investigate it and try to resolve it as quickly as possible, within 20 working days. If we think it'll take longer or it's not a complaint we can deal with we'll let you know.

We'll also let you know if your complaint is actually with a third party, such as your employer. In this case we'll be unable to handle it. But we'll let you know if this is the case and why.

For more information please see 'How we handle complaints' at [nestpensions.org.uk/complaints](https://www.nestpensions.org.uk/complaints)



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## Contact us online

If you're a member of NEST, a participating employer or a delegate acting on behalf of a member or employer using NEST, you can log into your account at [nestpensions.org.uk](https://nestpensions.org.uk) and select 'Raise a complaint' in the Admin section. Alternatively you can send us a secure message through your mailbox.

## Contact us by phone

Call us on **0300 020 0090**

## Write to us

**NEST**  
**Nene Hall**  
**Lynch Wood Business Park**  
**Peterborough**  
**PE2 6FY**

Information we'll need:

- the facts relating to the complaint or dispute
- whether the matter is known to have been brought to the attention of any other regulatory authority, such as the Pensions Ombudsman
- whether any legal proceedings are known to have commenced in relation to the same subject matter
- any relevant documents and correspondence.

In certain circumstances, if you're dissatisfied with our response you can ask us to handle your case as a dispute.

For details of how to raise a dispute and who can do it, please see

[nestpensions.org.uk/complaints](https://nestpensions.org.uk/complaints)

If you can raise a dispute you can ask us to investigate straight away, without having to make a complaint first. You can do this by stating that you'd like your concerns to be handled under the dispute procedure when you contact us.



## The Pensions Advisory Service

The Pensions Advisory Service (TPAS) is available to help members and beneficiaries of NEST with any pensions query they may have or difficulty they've failed to resolve with NEST.

You can contact them at:

**The Pensions Advisory Service**  
**11 Belgrave Road**  
**London**  
**SW1V 1RB**

**0845 601 2923**  
**[pensionsadvisoryservice.org.uk](https://pensionsadvisoryservice.org.uk)**

## The Pensions Ombudsman

If you're still not satisfied once your complaint has been taken through our dispute procedure and raised with TPAS, you can take your case to the Pensions Ombudsman.

They may investigate and determine disputes in relation to an occupational pension scheme such as NEST.

You can contact them at:

**The Pensions Ombudsman**  
**11 Belgrave Road**  
**London**  
**SW1V 1RB**

**020 7630 2200**  
**[enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)**  
**[pensions-ombudsman.org.uk](https://pensions-ombudsman.org.uk)**

## The Pensions Regulator

The Pensions Regulator (TPR) is the UK regulator of work-based pension schemes.

It works with trustees, employers, pension specialists and business advisers to protect members' benefits and encourages high standards in running pension schemes.

TPR is able to intervene in the running of schemes where trustees, providers or employers have failed in their duties.

You can find helpful information about TPR at **[thepensionsregulator.gov.uk](https://thepensionsregulator.gov.uk)**

You can contact TPR at:

**The Pensions Regulator**  
**Napier House**  
**Trafalgar Place**  
**Brighton**  
**East Sussex**  
**BN1 4DW**  
**[customersupport@tpr.gov.uk](mailto:customersupport@tpr.gov.uk)**



### NEST's order and rules

Some of the areas this booklet covers are set out in the legal framework that governs NEST, known as the *order and rules*.

We've taken care to make sure that where this booklet summarises the *order and rules* it's as accurate as possible. It doesn't cover everything and the *order and rules* will always take priority.

You can read the full *order and rules* at **[nestpensions.org.uk](https://nestpensions.org.uk)**

## Our annual report and accounts

NEST Corporation publishes an annual report on the activities of NEST during the previous scheme year, together with NEST's annual financial accounts. You can find the most recent report and accounts at [nestpensions.org.uk/library](https://nestpensions.org.uk/library)

Our Members' Panel also publishes an annual report on how far NEST Corporation has taken into account the views of members and of the panel when making decisions about how NEST is operated, developed and changed.

You can find the most recent Members' Panel annual report at [nestpensions.org.uk/memberspanel](https://nestpensions.org.uk/memberspanel)

## NEST's registered pension scheme details

NEST is a Registered Pension Scheme under Chapter 2 of Part 4 of the Finance Act 2004. NEST's Pension Scheme Tax Reference is **00765918RD**.

## NEST's pension input period

There's a limit to how much tax relief you can get on your pension contributions every year, called the annual allowance. You can currently only get tax relief on contributions totalling up to £40,000.

The period of time over which this is calculated is called a 'pension input period'. From 6 April 2016 the period for NEST and all other schemes runs from 6 April to 5 April each year. Before this, NEST's period was between 1 April and 31 March. Special rules apply to cover the time between 1 April 2015 to 6 April 2016.

For more information see [hmrc.gov.uk/pensionschemes/understanding-aa.htm](https://hmrc.gov.uk/pensionschemes/understanding-aa.htm)

## Statement on establishing statute

NEST was established by the National Employment Savings Trust Order 2010, an order made under Section 67 of the Pensions Act 2008.



This version of *Welcome to NEST* was published in March 2016, replacing the May 2015 version. It includes all the information you need to know about being a NEST member and is current at the time you joined NEST. If this guide changes and this affects you, we'll let you know.

This booklet is for members who receive employer contributions and have the right to opt out.

NEST  
Nene Hall  
Lynch Wood Business Park  
Peterborough  
PE2 6FY

### Contact us

Member enquiries 0300 020 0090

8am to 8pm seven days a week

[nestpensions.org.uk/contactus](https://www.nestpensions.org.uk/contactus)

Email [support@nestpensions.org.uk](mailto:support@nestpensions.org.uk)



Find out more online at  
[nestpensions.org.uk](https://www.nestpensions.org.uk)

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