

The Nest logo consists of the word "nest" in a lowercase, white, sans-serif font, centered within a solid orange circle. The background of the entire page is a grayscale photograph of a diverse group of five people smiling, overlaid with a large orange semi-circle that frames the text.

nest

Welcome to NEST

All the key information you need
about being a member of 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



Your online account

There are lots of reasons to log into your online account. You can read more on pages 6 and 7.

When can you take your money out of NEST?

You can choose any date from the day you turn 55.

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 18 for more information. You can do this by logging into your account.

There's more information about taking your money out of NEST on page 18.

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 24.

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01 About us

Helping you to save for your retirement

We're 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

02 Why have a pension?

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 full flat rate State Pension is £159.55 per week for 2017/18. For the 2018/19 tax year, this is due to increase to £164.35.

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.

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've chosen to join NEST and have been enrolled by your employer.

You can learn more about who can be a member of NEST and ways of joining by visiting 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 you can do with your online account

- 1 See the value of your retirement pot



- 2 Check if your employer is contributing



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



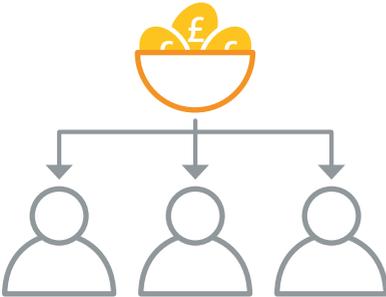
- 4 Find out how much you could get when you take your money out



- 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. You can 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 and follow the instructions on-screen.

Your retirement pot can stay with NEST 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.

You have an additional option if you stop putting money into your NEST pot. This could happen if you leave your employer, your employer starts using another pension provider or you cease contributions. If you're no longer getting regular contributions paid into your pot you'll be able to transfer your pot to another pension scheme. NEST won't charge you anything for transferring your pension pot. However, the provider you transfer into may charge you to receive your money, and may charge more or less than NEST to look after it.

You can get further information in *Moving your money out of NEST* at nestpensions.org.uk/schemeweb/NestWeb/includes/public/docs/Transfers-out-of-NEST.PDF.pdf

If you're aged 55 or over please also see the section on page 18 about taking your money out of NEST.

Beware of pension scams

Some people have built up a lot of money in their retirement pots. This has attracted an increasing number of scams that target people approaching retirement.



Find out more at thepensionsregulator.gov.uk/pension-scams

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

You should have already received information from your employer telling you if they'll be paying contributions for you. If not, it's best to contact them directly.

If your employer isn't making contributions, the only minimum amount that applies to you is £10, when you make a direct contribution to the scheme.

If you're not entitled to employer contributions at the moment, you may find that if your circumstances change in future you may become entitled to them.

You can find out more about who's entitled to employer contributions at nestpensions.org.uk/joiningnest

What does the value of your pot depend on?

- **Contributions** - see below.
- **Charges** - see more on page 12.
- **Growth** - see page 17.

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

We'll claim this for you directly if you're eligible to receive it. There are now two different rates for tax relief. Depending on the information we get from HMRC we could claim at the main UK rate or the Scottish rate.



Making contributions

To make contributions or set up a Direct Debit you'll need to log into your account. You can do this at nestpensions.org.uk/myaccount

Contributions from other people

Other people can contribute to your retirement pot, for example your partner or spouse. They can do this using a debit card.

Our website gives you more details on how to make payments at nestpensions.org.uk/costsandcontributions

How tax relief works

If you're eligible for tax relief we'll collect it directly from the government and add it to your pot.

For example if you're eligible for 20 per cent tax relief, for every 80p you contribute we'll collect 20p from the government and add it to your pot.

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 assumes a 20 per cent rate of tax relief applies to you.

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 the 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 back to HMRC or if you don't complete a tax return by contacting HMRC.

Find out more at gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees

What is the annual allowance?

The government puts a limit on the total amount you can pay into pension schemes each tax year without paying extra tax.

This limit is called the annual allowance. The standard annual allowance is currently set at £40,000 a year. It is reduced to £4,000, applicable from the 2017/18 tax year onwards, if you access any of your retirement pots flexibly.

If the total amount you pay into all your retirement pots in one tax year goes over the annual allowance you may have to pay a tax charge on the amount that goes over. This is known as the annual allowance charge.

In NEST, contributions count towards the annual allowance based on when we received them. That's the case even if they're deducted from your pay earlier and passed on to us by your employer. So sometimes contributions deducted from your pay in March or early April will count towards the annual allowance in the next tax year.

What is flexible access?

Flexible access is when you take a retirement pot from a pension scheme in any of the following ways:

- › taking some of your pot as cash without buying a retirement income unless you take your entire retirement pot and it's worth less than £10,000
- › buying a special type of retirement income called a flexible annuity – the insurance company you buy the income from will tell you if it's a flexible annuity
- › using some of your retirement pot for income drawdown.

Your provider will tell you if you've accessed your retirement savings flexibly.

What happens if you do flexibly access your pot?

If you access any of your retirement pots flexibly then any future contributions you make will be subject to the lower annual allowance of £4,000 applicable from the 2017/18 tax year onwards. So before you choose to use flexible access it's worth thinking about whether you'll want to contribute more than this in future.

You can find out more about annual allowance at [gov.uk/tax-on-your-private-pension/annual-allowance](https://www.gov.uk/tax-on-your-private-pension/annual-allowance)

What is the lifetime allowance?

The government puts a limit on the total amount you can accumulate in all of your pension savings without paying extra tax.

This limit is called the lifetime allowance. The standard lifetime allowance is £1.03 million for the 2018/19 tax year.

This £1.03 million limit doesn't include your State Pension or state benefits. Most people won't go over this limit.

Charges

NEST is an occupational pension scheme run in members' interest. 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.

The services and benefits we've outlined are covered by our charges and transaction costs. These are made up of:

- a contribution charge of 1.8 per cent. We deduct this from all contributions, but not transfers in, a member makes to the scheme.
- an annual management charge (AMC) of 0.3 per cent, applied to all assets under management.
- portfolio transaction costs. To learn more about portfolio transaction costs, see the appendix of our pension scheme report and accounts at [nestpensions.org.uk/schemeweb/NestWeb/includes/public/docs/NEST-Corp-SARA_2016_2017.PDF.pdf](https://www.nestpensions.org.uk/schemeweb/NestWeb/includes/public/docs/NEST-Corp-SARA_2016_2017.PDF.pdf)

The contribution charge and the annual management charge are the only charges that come out of your pot.

Our charge structure is broadly equivalent to a 0.5 per cent AMC over the lifetime of someone saving in NEST. Our charges are within the 0.75 per cent cap on members' charges for schemes used for auto enrolment.

We have more information in our Information about costs and charges document at nestpensions.org.uk/schemeweb/NestWeb/includes/public/docs/nest-information-about-costs-and-charges.PDF.pdf

How our charges work

An example of our contribution charge and annual management charge can be seen opposite.

Suppose £25 is being added to your pot each month. Our contribution charge is 1.8 per cent so 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 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 retirement pot is worth £1,000. This means we charge £3 over the year.

In the example opposite where £25 is paid every month and the total amount of money in your pot at the beginning of the year is £1,000, the total that the member would pay in charges in the year would be £8.40.

Contribution charge example



Total monthly contribution
£25



Contribution charge per month
45p



Contribution charge per year
£5.40

Annual management charge example



Value of members pot
£1,000



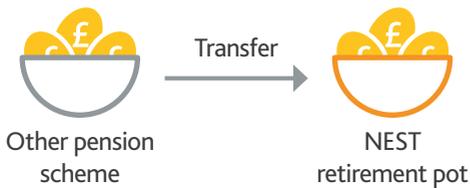
Annual management charge
£3

Can you move money into NEST from another pension scheme?

We'll be able to consider some types of transfers made in accordance with chapters 1 and 2 of part 4ZA of the Pension Schemes Act 1993. You can find more information on the types of transfer we accept by going to our member help centre at nestpensions.org.uk/memberhelpcentre. Please check our website regularly or whenever you're considering a transfer into NEST to find out which types we accept, as these may change over time.

For many people moving money into a different pension scheme can make it easier to keep track of their pension savings. But it's not right for everyone. If you're unsure, speak to your current provider and take independent financial advice.

For more information visit *Things to consider when moving your money into NEST* at nestpensions.org.uk/schemeweb/NestWeb/includes/public/docs/Transfers-into-NEST.PDF



05 What happens to your money in NEST?

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 investing in 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 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.

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

If you join NEST after State Pension age we'll put your pot in our Post-retirement Fund. This fund may not be appropriate if you plan to keep your money in NEST for a number of years. If you do join after State Pension age it's important you tell us when you want to take your money out. This means we can invest your money in the NEST Retirement Date Fund for this year. You can read more about how and why we do this on our website at nestpensions.org.uk/nestretirementdatefunds

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

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 increase your contributions at any time, however, the government puts a limit on the total amount you can pay into pension schemes in each tax year without paying extra tax. For more information on the annual allowance and lifetime allowance see pages 11 and 12.

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

› 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.

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 the day you turn 55. 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?

You can transfer your money out of NEST into another pension scheme at any time after you've stopped contributing to your NEST retirement pot.

Other than transfers to another pension scheme if you stop contributing to NEST, there are very few circumstances where you can take out your money before you reach 55. 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)

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.

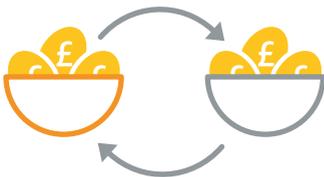
- 1 Taking cash from your NEST retirement pot



- 2 Getting a guaranteed income through an annuity



- 3 Transferring your pot to another scheme



The above options are explained in more detail on the following pages.

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.

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 age you'll need to decide whether or not you want to take any of your retirement pot as cash. Our guide, *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.

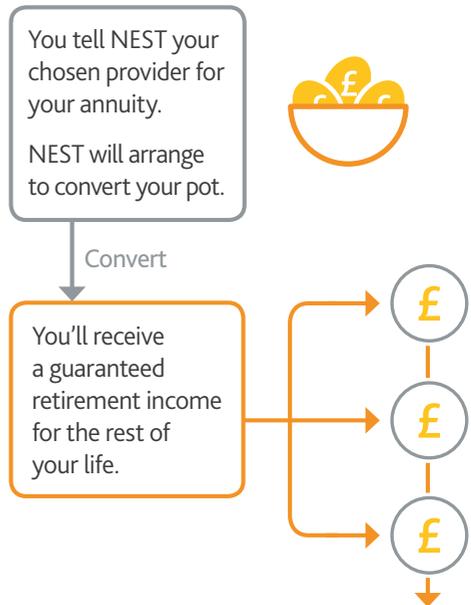
You can take all of your pot as cash from age 55. One quarter of it will be tax free. Any cash you take over this tax-free amount will be taxed as income.

You can also choose to take some of your pot as cash in stages and leave the rest invested and continue to save with NEST. This is subject to our criteria.

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.

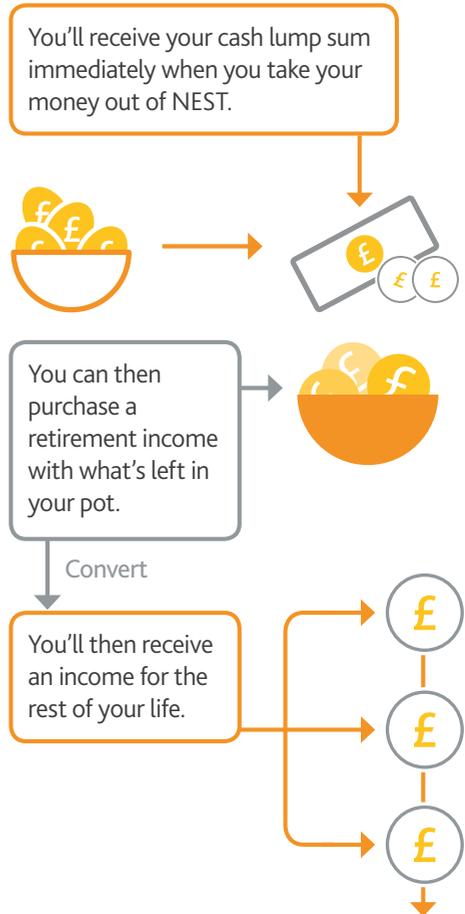
NEST doesn't provide annuities. However, if you decide you'd like to use your NEST pot to buy an annuity we can help you arrange this once you've chosen a provider.



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



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's Trustee will decide which transfers it will accept into the scheme.

› Access more options for taking your money out

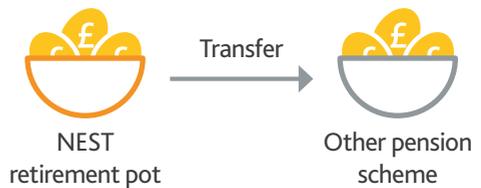
You may decide to start drawing a retirement income while keeping the rest of your money invested. Options like these aren't currently offered by NEST, so to access them you'd have to transfer your NEST retirement pot to a provider that does. Read the Money Advice Service leaflet, *Your pension - it's time to choose* for a useful overview on your retirement options, at moneyadviceservice.org.uk

You can transfer your money out of NEST into another pension scheme at any time after you've stopped contributing to your NEST retirement pot.

NEST won't charge you anything for transferring your pension pot. However, the provider you transfer into may charge you for receiving your money and may charge more or less than NEST for 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 contacting 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 or by calling them on **0800 138 3944**.



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 the day you turn 75, and the payment is made within two years after notification, 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're classed as dependants. Dependants include:

- a spouse or civil partner
- your children if they're 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 dependants they can choose to take a lump sum or to buy a retirement income. If your nominated beneficiaries are non-dependants they only have the option of a lump sum. In either case the lump sum or retirement income will be taxed at the highest rate of tax they pay on their income. Special rules apply if you nominate a charity or other organisation..

What happens if you don't nominate someone?

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

The person appointed to look after your estate will 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 before the day you turn 75 and payment is made within two years after, notification payments will usually be tax free. Otherwise payments to the estate will be taxed at 45 per cent. Payments to your relations will be taxed at the highest rate of tax they pay on their income.

Inheritance tax

If you die before taking your money out of NEST there's a set of rules we have to follow when paying it out. We can't make discretionary decisions about who to pay your money to.

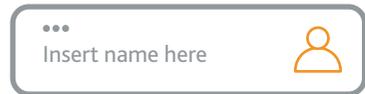
Your pot will be considered part of your estate for inheritance tax purposes. This happens whether it goes to your estate or a nominated beneficiary. This means your pot may be subject to inheritance tax.

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 What other help is available?

Further help

You can find answers to frequently asked questions at nestpensions.org.uk/memberhelpcentre

If this doesn't resolve your issue you can contact us by email at 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 or by calling them on **0800 138 3944**.

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

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 and select 'Raise a complaint' in the *Admin* section. Alternatively you can send us a secure message through your mailbox.

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

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.



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 by searching for it on our website at nestpensions.org.uk

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

0300 123 1047
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

0800 917 4487
enquiries@pensions-ombudsman.org.uk
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**

You can contact TPR at:

The Pensions Regulator
Napier House
Trafalgar Place
Brighton, East Sussex
BN1 4DW
customersupport@tpr.gov.uk



The Government has proposed some changes to the organisations mentioned on this page as well as to Pension Wise, see page 23. The Pensions Advisory Service dispute function will be moving to the Pensions Ombudsman. In addition, the Pensions Advisory Service, Pension Wise and the Money Advice Service will be merged. You'll find more information on the website of these organisations, or at **nestpensions.org.uk**, when it's available.

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 in our library at 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

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

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 2018 replacing the March 2017 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.

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

This booklet is for members who asked their employer to enrol them and don't have the right to opt-out.



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