



PSAG

Pension Scams Action Group

United action against pension scams

Steps to stay **scam safe**

Scammers appear professional and it's becoming increasingly harder to spot the difference between something that's credible and something that's fraudulent.

The Pension Scams Action Group has put together a checklist to go through if you're ever approached about your pension.

Your pension is your future – keep it safe





**STEP
1**

Is the offer unexpected?

Legitimate pension providers are highly unlikely to contact you out of the blue about your pension. Be wary of free pension review offers and/or promises of high/guaranteed returns.



**STEP
2**

Have you checked who you're dealing with?

The Financial Conduct Authority's (FCA) website has a Financial Services Register you can check to make sure that anyone offering you advice or services is authorised to do so.

A firm pretending to be an authorised firm is known as a 'clone firm' and may have a clone website that looks exactly like the real deal. **Tip:** double check their contact details against the register and see if they match. Always ensure a firm is FCA-authorized or you won't be protected by the Financial Ombudsman Service or Financial Services Compensation Scheme if something goes wrong.

Website: register.fca.org.uk Phone: **0800 111 67 68**



**STEP
3**

Stop and think – are you being rushed or pressured?

Pressure to act quickly or you will miss out is often a warning sign. Take your time to make all the checks you need and remember, if it sounds too good to be true, it probably is.



**STEP
4**

Should you seek impartial advice?

MoneyHelper

Free independent and impartial information and guidance service.

Website: Moneyhelper.org.uk Phone: **0800 138 3944**

Pension Wise

This is a MoneyHelper appointment service for the over 50s who have a defined contribution (DC) pension to talk through retirement options.

Website: Moneyhelper.org.uk/en/pensions-and-retirement/pension-wise

Phone: **0800 011 3797**

Financial advisers

If you can, it's a good idea to invest in speaking to a financial adviser. Often large amounts of money are at stake and they will be able to help you make the right decision for you. **Tip:** check any adviser you choose to use is regulated by the FCA.

Stop! Think Fraud

Learn more about how to spot and avoid scams.

Website: stopthinkfraud.campaign.gov.uk



If you suspect a scam, report to **Action Fraud**

Website: Actionfraud.police.uk/contact-us

Phone: **0300 123 2040**. In Scotland, call **101**.