



Legal & General AVCs – Q&As

Why have the Trustees decided to change AVC provider?

The Trustees are responsible for ensuring that providers are reviewed to ensure that the service and the product remain appropriate to meet the needs of the members. Following a review of AVC provider market the Trustees were able to obtain better terms for all but one of the investment funds, as well as improved member and administrative services.

How do the charges compare to Standard Life?

For all but the Ethical Fund where the charge is 0.01% higher than the similar fund with Standard Life, all other funds with Legal & General have a lower charge. Details of the Funds and the charges that apply are included on the Fund mapping information sheet.

What do I need to do?

If you currently have AVCs with Standard Life you do not need to do anything at this stage. Your AVC investment choice will be mapped from Standard Life to Legal & General based on the Fund mapping information sheet. The fund mapping aims to map your investments into similar fund(s) with Legal & General.

When will my contributions start going to Legal & General?

From 1 April 2020 all future AVCs will be invested with Legal & General.

How will my future contributions be invested?

Your investment profile will be mapped from Standard Life to Legal & General as per the Fund mapping information sheet. If you want to change your investment profile or, if you are investing under the lifestyle strategy and want to change your target retirement age, you can update this online with Legal & General or contact Legal & General once your first contribution has been invested. Legal & General will write to you with details of how to register for their online portal '**Manage Your Account**'.

Will my existing AVCs with Standard Life be transferred?

Yes, these will be transferred during 2020. As this is a complex process Standard Life and Legal & General will be working together in order to facilitate the transfer and our current expectation is that this transfer will take place in July 2020. We will provide you with more information on the transfer when it becomes available.

I have AVCs with Equitable Life, will these be transferred?

Yes, the Trustees have decided to transfer AVCs from Equitable Life (now Utmost) to Legal & General and we will write to you separately to ask you to confirm how you wish your Equitable Life AVCs to be invested with Legal & General.

I have AVCs with Clerical Medical, will these be transferred?

These will not be transferred automatically; we will write to all members with Clerical Medical AVCs confirming what their options are. Members with Clerical Medical AVCs may choose to transfer their AVCs to Legal & General at any time after 1 April 2020 and take advantage of lower fund charges.

Will I still receive my annual AVC Benefit Statements?

Yes, Benefit Statements will be issued as usual, so this year statements will be issued by Equitable Life (now Utmost), Clerical Medical and Standard Life.

Can I access my AVCs online?

Yes, Legal & General have a member AVC portal '**Manage Your Account**' and details of your AVC member number and how to access your AVCs online will be sent to you following either your first contribution to Legal & General or if you are no longer contributing, once your Standard Life and/or Equitable Life AVCs have been transferred to Legal & General.

You have asked for my email address, why?

Legal & General have requested your email address as they are moving to a digital approach for pension communications.

On joining the AVC arrangement, you will be sent a paper welcome letter and membership certificate which will contain instructions about how you can register for '**Manage Your Account**', your online secure portal where you can view your investment values and change your investment choices. Your email address is one of the identifiers that you will be asked to provide to log in.

Will I receive marketing material from Legal & General if I provide my email address?

No, your email address will only be used to service your AVC arrangement.

Can I opt out of receiving everything online?

Yes, if you do not want to receive digital communications from Legal & General, you can change your communication preference within '**Manage Your Account**'. You can also call the Legal & General helpline or write to them to request this, once they have received your first contribution or your AVCs have been transferred.

Who do I contact to change my AVC contribution rate?

If you want to change the rate of AVC or make a single AVC contribution, you should continue to contact the TfL Pension Fund office.

Who do I contact to change my investment choice?

To change your investment choice, you can do this online through Legal & General's 'Manage Your Account' portal or by contacting Legal & General by telephone.

I invest under the lifestyle option, how do I change my target retirement age?

To change your target retirement age, you can do this online through Legal & General's 'Manage Your Account' portal or by contacting Legal & General by telephone.

What does the blackout period mean?

In order to collate all of the data and transfer investment instructions to the new AVC provider, there needs to be a period where no changes to investment instructions can be made. This is scheduled to run from 15 March 2020 to 31 March 2020 to enable us to create your new AVC account with Legal & General.

If I am retiring soon, how will this impact me?

Your entitlement to take a lump sum is unchanged, but it may mean we will need to disinvest AVCs from more than one AVC provider before we can settle your benefits. When we reach the point of transferring existing AVCs from Standard Life and Equitable Life to Legal & General there may be a short window where we are unable to disinvest and settle your AVCs. If this coincides with your planned retirement date, the Fund office team will let you know.

Can I choose not to pay AVCs to Legal & General?

Yes, you can choose to stop paying AVCs at any time. From 1 April 2020 the only option under the TfL Pension Fund for future AVCs will be Legal & General, however you are free to make your own personal arrangements with any provider of your choice, however you would have to pay AVCs out of your net pay and the charges may be higher than those we have negotiated under our group arrangement. If you are considering making AVCs through a personal arrangement, **please ensure you take appropriate independent financial advice.**

Can I continue to access my Standard Life AVCs online?

Yes, you will be able to access your Standard Life AVC account online until your Standard Life AVCs are transferred to Legal & General.

Can I change my investment choices with Standard Life before these changes take effect?

You can do so for future contributions up to 13 March 2020.

Can I choose not to have my past AVCs transferred to Legal & General?

The Trustees have decided to transfer all existing AVCs with Standard Life and Equitable Life (now Utmost) to Legal & General. The Trustees believe the Legal & General arrangement provides members with better value in terms of the lower fund charges and an improved member experience i.e. on-line service. If you have with profits AVCs with Standard Life the Trustees will need your consent to transfer that part of your AVCs.

If you have AVCs with Clerical Medical, as most members have with profits AVCs with Clerical Medical, members will need to give their consent to transfer these.

Members are free to transfer their accumulated AVCs to a personal arrangement however this may have implications for both the charges you pay and how you may take your AVCs when you retire. If you are considering transferring your AVCs to a personal arrangement, **please ensure you take appropriate independent financial advice.**

Will I still get automatic tax relief on my contribution through the TfL payroll deduction?

Yes, AVCs paid through TfL's payroll will continue to receive tax relief at source unless there is a change in the tax legislation.

Will I still have the option to top up each tax year?

Yes, but please check the Fund website for closing dates and don't leave it to the last minute to request a one-off payment as we receive a high volume of requests at this time of year.

Can I continue to contribute to the current AVC provider?

No, the Trustees have decided that no further AVCs will be paid to Standard Life under the TfL Pension Fund AVC plan after 31 March 2020.

Will I still be allowed to take my AVCs as tax free cash on moving to Legal & General?

Legislation currently permits you to take your AVCs as part of your tax-free cash sum when you retire; there is no change to this as a result of the switch to Legal & General.

Where can I obtain additional information?

Details of the funds available are included on a separate information sheet and fund fact sheets are available on the Pension Fund website www.tfl.gov.uk/pensions or if you have any other questions please contact the Fund office.

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