

For financial advisers only

# Consolidation – client sample letters

**Here's some examples of the kind of communication you could send your clients who may be suitable for consolidation on Aegon Retirement Choices (ARC) or the Aegon Platform.**

A transfer for consolidation purposes is from one capital at risk pension product to another, or one capital at risk stocks and shares ISA to another – so the value of your client's investments after any consolidation can still fall as well as rise and they may get back less than invested or paid in. Any new funds you move your client's money into will have their own set of risks that will be detailed in the fund information that will be available to you.

Alternatively, the transfer could be from a cash ISA to our stocks and shares ISA, which is a transfer between two very different products. Money held in a stocks and shares ISA is at risk unlike money held on deposit in a cash ISA and its value could fall as well as rise and your client could get back less than they put in. So although our stocks and shares ISA has no fixed term, your client should be prepared to hold their investment for at least five years, ideally longer.

If you decide to use any of the following sample letters/ text, you must make sure that it meets your regulatory requirements. We don't accept liability for any consequences resulting from its use.



# Letter one – nearing retirement

## Heading option – Your retirement options

Hi <NAME>,

I hope you're well. I wanted to write to you as I know you're now <xx> years old and we've spoken before about your aim of retiring at <retirement age>. It would be great for us to have a review meeting to discuss the options you have for retirement.

As you've gathered a few different pension pots throughout your career, now may be the time for us to consider the potential benefits of bringing your other retirement savings together.

As you approach retirement you may find it easier to manage your retirement savings in one place. Doing this may help you to maximise what you have and help you achieve your goals before you reach your desired retirement age.

This is an important time, so we need to make sure you have a clear picture of your retirement savings and any gaps we may need to fill.

## Your choices

As you already have a pension with Aegon, from age 55 (increasing to age 57 from 6 April 2028) you can access your retirement savings with them in a variety of ways:

- You can take your retirement pot as a lump sum.
- You can set up a flexible regular income where you can keep your money invested and still take an income or a lump sum when you need to.
- You can take an annuity which gives you a regular retirement income for the rest of your life.

## I'm here to help

I've helped many of my clients bring their savings into one pot. While it might be in your interests to think about consolidation, it's important to realise that consolidating a pension may not be the best option for you. You may lose features, protections, guarantees or other benefits – so make sure you compare products before consolidating.

It's up to you to decide if this is the right decision for you as the value of your consolidated pension pot can still fall as well as rise and the final value of your pension pot when you come to take benefits may be less than has been paid in, and any new funds you move your money into will have their own set of risks that will be detailed in the fund information available to you.

It would be good to chat through your options and help you to create your ideal retirement plan.

So why not give me a call on xxxxx and we can arrange a time that's suitable for us to go through your options.

# Letter two – at retirement

## Heading option – Congratulations <name>, it's nearly time to choose your retirement options.

Hi <NAME>,

You've been working hard all your life to save up for your retirement and now is the time to choose how you start enjoying it.

As your financial adviser, I want to make sure you create the right retirement plan so you can do just that. Whether you want to enjoy extended holidays, spend more time with family and friends, or focus more on your favourite hobbies, it's important that we discuss the options available to you.

### Your choices

As you already have a pension with Aegon, from age 55 (increasing to age 57 from 6 April 2028) you can access your retirement savings with them in a variety of ways:

- You can take your retirement pot as a lump sum.
- You can set up a flexible regular income where you can keep your money invested and still take an income or a lump sum when you need to.
- You can take an annuity which gives you a regular retirement income for the rest of your life.

I know you have more than one retirement pot, so to get a full picture of your retirement savings you could now consider bringing them into one place. This could help you to understand what you have and maximise what options you can take.

This is an important time, so we need to make sure you're clear on what you have and how you want to use it.

### I'm here to help

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It's up to you to decide if this is the right decision for you as the value of your consolidated pension pot can still fall as well as rise and the final value of your pension pot when you come to take benefits may be less than has been paid in, and any new funds you move your money into will have their own set of risks that will be detailed in the fund information available to you.

It would be good to chat through your options and help you to create your ideal retirement plan.

So why not give me a call on xxxxx and we can arrange a time that's suitable for us to go through your options.

# Letter three – joining Aegon Retirement Choices

## Heading option – Your pension value is £xxxxx

Great news, your pension is now on Aegon Retirement Choices (ARC). I've arranged your access and you can log in at [aegon.co.uk/Login/arc-one-retirement-login](http://aegon.co.uk/Login/arc-one-retirement-login).

When you log in, you can see your platform investments together in one place, giving you a single view. As your financial adviser, I'd like to remind you that as an ARC customer you have more options and you may want to start to put these to use to work for you.

Now could be a great time to combine your other retirement pots and investments onto ARC to give you one overall view of your assets and help simplify your retirement plans. Plus, with ARC's tiered annual charging structure, the more assets you have on ARC, the lower your rate of platform charge could be across each product.

It would be great to arrange a time to discuss your needs.

## Bring your pots together

From my experience, many of my clients have a few pensions from different jobs they've had over time. I know you've worked at <CURRENT COMPANY> for <X> years, but you may also have other pensions from previous employment. It may be of benefit to gather all your pots into one complete picture.

While it might be in your interests to think about consolidation, it's important to realise that consolidating a pension may not be the best option for you. You may lose features, protections, guarantees or other benefits – so make sure you compare products before consolidating.

It's up to you to decide if this is the right decision for you as the value of your consolidated pension pot can still fall as well as rise and the final value of your pension pot when you come to take benefits may be less than has been paid in, and any new funds you move your money into will have their own set of risks that will be detailed in the fund information available to you.

## Think you've lost a pension pot?

I'd be happy to find pensions you may not have accounted for. If you provide me with as much information as you can (any details, value, guarantees) and together we can go through the best options for you.

## I'm here to help

I've helped many of my clients bring their savings into one pot. While this may not be for everyone, it could be beneficial to you and your future.

Please contact me to arrange a meeting to discuss your financial situation.

# Letter four – joining the Aegon Platform

## **Heading option – Your pension value is £xxxxx**

Great news, your pension is now on the Aegon Platform. I've arranged your access and you can log in at <https://customerdashboard.aegon.co.uk/login>.

When you log in, you can see your platform investments together in one place, giving you a single view. As your financial adviser, I'd like to remind you that as an Aegon Platform customer you have more options and you may want to start to put these to use to work for you.

Now could be a great time to combine your other retirement pots and investments onto the platform to give you one overall view of your assets and help simplify your retirement plans.

Plus, with our tiered annual charging structure, the more assets you have on the Aegon Platform, the lower the rate of platform charge could be across each product.

It would be great to arrange a time to discuss your needs

## **Bring your pots together**

From my experience, many of my clients have a few pensions from different jobs they've had over time. I know you've worked at <CURRENT COMPANY> for <X> years, but you may also have other pensions from previous employment. It may be of benefit to gather all your pots into one complete picture.

While it might be in your interests to think about consolidation, it's important to realise that consolidating a pension may not be the best option for you. You may lose features, protections, guarantees or other benefits – so make sure you compare products before consolidating.

It's up to you to decide if this is the right decision for you as the value of your consolidated pension pot can still fall as well as rise and the final value of your pension pot when you come to take benefits may be less than has been paid in, and any new funds you move your money into will have their own set of risks that will be detailed in the fund information available to you.

## **Think you've lost a pension pot?**

I would be happy to find pensions you may not have accounted for. If you provide me with as much information as you can (any details, value, guarantees) and together we can go through the best options for you.

## **I'm here to help**

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Please contact me to arrange a meeting to discuss your financial situation.

# Letter five – new job

## Heading option – Bring all your pensions together

Congratulations <NAME>

I'd like to take this opportunity to wish you great success in your new role.

As you'll be automatically enrolled into a new work pension scheme, perhaps now would be an ideal opportunity to bring all your previous pensions together. As you already have an Aegon pension, bringing all your assets together could help simplify your retirement planning.

### Bring your pots together

From my experience, many of my clients have a few pensions from different jobs they've had over time. I know you've worked at <LAST COMPANY> for <X> years, but you may also have other pensions from previous employment. Before you start your new job, this is probably the best time to review your current situation before a new pension pot is introduced.

While it might be in your interests to think about consolidation, it's important to realise that consolidating a pension may not be the best option for you. You may lose features, protections, guarantees or other benefits – so make sure you compare products before consolidating.

It's up to you to decide if this is the right decision for you as the value of your consolidated pension pot can still fall as well as rise and the final value of your pension pot when you come to take benefits may be less than has been paid in, and any new funds you move your money into will have their own set of risks that will be detailed in the fund information available to you.

### Think you've lost a pension pot?

I'd be happy to find pensions you may not have accounted for. If you provide me with as much information as you can (any details, value, guarantees) and together we can go through the best options for you.

### I'm here to help

I've helped many of my clients with bringing all their savings into one pot. While this may not be for everyone, it could be beneficial to you and your future.

Please contact me to arrange a meeting to discuss your financial situation.