Member Guide

tpt Retirement Solutions

Welcome to your workplace pension

Tai Wales & West Housing

Retirement Solutions

Your employer has chosen TPT to provide your workplace pension scheme.

We're here to lend a helping hand and support you at every stage of your savings journey.

This guide gives you an overview of your TPT pension, along with some tips to help you plan for your future. You can also find plenty of useful information on our member website: **https://members.tpt.org.uk/**

Whether you've just started working, are approaching retirement or anything in between, our member website provides guidance and easy-to-use tools and calculators to help you manage your pension savings.

When you first join the scheme, you'll receive an initial welcome letter or email within your first month of joining. This will include instructions on how to register for access to your secure online account where you can check, track and manage your TPT pension savings.

Remember: It is never to early to start saving for the future. The earlier you start to save, the more time your pension pot has to grow.

About TPT

TPT is one of the UK's leading providers of workplace pensions. When it comes to pension, we're experts - we love pensions - it's all we do and we've been providing them for over 75 years.

The type of workplace pension scheme we provide is known as a 'master trust'. A master trust is a single scheme used by lots of employers and managed by trustees who are legally responsible for looking after members' money. Each member has their own pension pot within the scheme.

Our scheme is on the Pensions Regulator's list of authorised master trusts and holds the Pension & Lifetime Savings Association's 'Pension Quality Mark – Ready', meaning it meets a range of quality standards that provide value for members.

Contents

Why save in a pension?

It's never too early to start saving for your future. It's a common mistake to think the state pension will be enough to support you financially in retirement. However, the state pension will only provide you with a maximum of £221.20 per week† per week – which, for most people, isn't enough to live the sort of lifestyle they would like. So, it's best for you to take control of your own financial future and think ahead about how you can save. Even small monthly contributions can contribute to a more secure financial future in retirement.

Your workplace pension is a great way to save, for many reasons:

- your employer will also pay into your pension pot
- you receive tax relief on your contributions – an extra boost from the government*
- any investment growth on your pension pot is tax free
- you can't access your money until you are at least 55 (increasing to 57 in 2028), removing any temptation to spend.

The combination of employer contributions, tax relief and tax-free growth means the money you save in a workplace pension will build up much faster than it would in a regular savings account.

*If you do not earn enough to pay income tax then you won't benefit from tax relief – see next page for more information. †Figures correct as at April 2024

In the example shown below, if Sarah had decided to opt out of the pension scheme she would lose the £60 monthly contribution from her employer and the £20 tax relief from the government.

Example: Sarah earns £24,000 a year and is automatically enrolled into her employer's workplace pension scheme. Her employer's pension contribution is equal to 3% of her salary, and Sarah contributes 5% of her gross (before tax) salary each month. As you can see below, for a monthly net cost of just £80, Sarah receives a total contribution of £160 into her pension pot.

Monthly salary:	**£2,000**
5% pension contribution deducted before tax:	**£100** (of which £20 is tax relief)
Net cost to Sarah:	**£80**
Employer contribution (3%):	**£60**
Total paid into Sarah's pension pot each month:	**£160**

These figures are provided as an example only. Your employer will be able to let you know your contribution levels, including how much they will pay on your behalf.

How does my pension pot build up?

You've been enrolled into the workplace pension scheme by your employer (so you don't need to do anything to join). Your contributions will automatically be taken from your gross pay and will go straight into your pension pot – along with any contributions from your employer.

If you're a basic rate taxpayer (earning between around £12,571 and £50,270 per year*), every £10 you pay into your pension will only cost you £8. If you're a higher rate taxpayer, you may benefit from more tax relief. However, if you don't pay tax because your income is below £12,571 a year, you won't receive tax relief.

We then invest your money to give it the best chance of growing (see page 9 for more information on how your pension pot is invested).

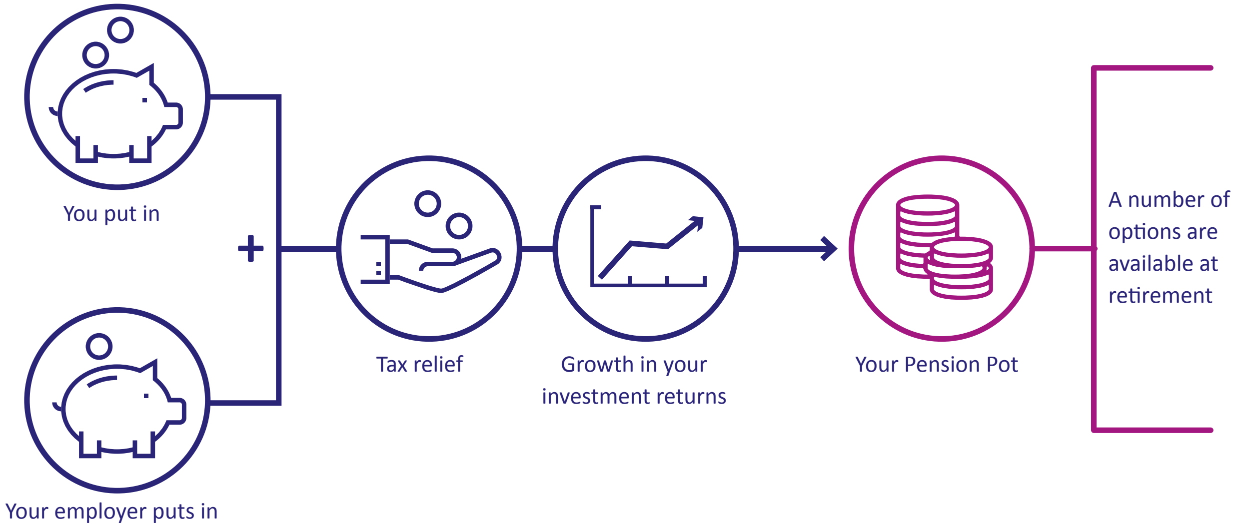
See next page to find out how you can build a bigger pension pot.

*Figures correct as of April 2024.

How much do I pay?

Unless you've been told otherwise, your employer will have enrolled you on their basic contribution rate. [You should have received correspondence from your employer confirming your contribution levels.] You might want to check and see if you can increase the amount you are saving. Some employers increase their contributions if you also pay more into your pension pot.

Even if you are already receiving the maximum contribution available from your employer, upping the amount of money you save could make a considerable difference to your standard of living in retirement. You can always reduce your contribution level again in the future if you need to.



What happens to the money being paid into my pension?

Each month we invest the money paid into your pension pot. This provides your pot with the chance to grow until you decide to take it.

You can pay into your pension until age 75, and you can increase or decrease your contributions at any time.

There are various things that can impact how your pot can grow- and therefore how big your pot is when you come to take it - but the three main factors to be aware of are:

1. How much you pay in

As you might expect, the more money you pay in, the more your savings will be worth when you retire. And paying a bit more in the early years of your membership can be particularly valuable, as your pension pot has more time to benefit from investment growth.

When you're enrolled in your workplace pension, the law sets the minimum amount that you and your employer must pay. You may want to consider whether your current contributions will provide you with enough income in retirement.

Try our interactive video quiz and pension savings tool to help you work out how much you might need to save:

https://members.tpt.org.uk/picture-your-future-lifestyle

2. How long you pay in for

The sooner you start saving the more chance you have of building up a sizeable pension pot. Your pension savings are likely to be an important source of income for you as you wind down from work or you stop all together. Making even small increases to the amount you save at an earlier age can make a big difference to the value of your pension pot in the future.

3. How well your pension pot grows

Your TPT pension savings are invested to help them grow. When you are enrolled in the scheme, your pot will be invested in default investment option. Depending on your scheme, this will either be our Target Date Fund or our Ethical Target Date Fund. The next page provides more information on how we invest our money.

How is my money invested?

When you are first enrolled with TPT, your pension pot will be automatically invested in one of our Target Date Funds (or 'TDFs' for short) – this is referred to as our 'default investment option'. Our specialist investment team looks after your money by spreading it out across a number of medium-risk investments, and gradually moves your pension pot into lower-risk investments as you approach your target retirement age. These changes are made in order to protect the value of your pension pot from any sudden falls in the stock market in the run-up to your retirement.

Your retirement age is initially set to 65 years old, but you can change this to any age from 55 to 75.

Because your retirement age affects how your TDF is invested, it's essential to think about when you might want to start taking your pension – and make sure your target retirement age is right for you. You can change your target retirement age at any time through your online account click here to login.

As with any investment, your pension pot can increase or decrease in value, but our goal is to provide you with the best returns possible to help fund your retirement. A pension is a long-term savings product and it's normal for the value to fluctuate over time.

If you're interested in investments and financial markets and would like more control over how your pension pot is invested, you can also choose from our range of 'self-select' funds. You may also want to use our self-select fund range if you have ethical or religious beliefs that need to be considered when choosing investments.

You can find out more about our self-select funds here.

The charges you pay

You pay a charge to cover the cost of running the scheme and managing the funds in which your pension is invested.

Charges are automatically included when we calculate how much your savings are worth, so you won't see them as a separate cost when you look at the current value of your pension pot.

The charges include:

1. **An annual management charge (AMC)** which covers the costs of running the scheme and managing the investment fund(s). These costs vary from fund to fund depending on how they're managed and what they invest in.
2. **Fund expenses**, which cover additional investment fund costs such as legal fees, auditor fees, and other operational expenses.
3. **Transaction charges** may also be payable, for example broker commission, stamp duty or the cost of buying and selling investments.

As an example, for an AMC of 0.5% plus fund expenses of 0.03%, a total charge of 0.53% will be deducted from your pension pot each year. This means for every £100 in your pension pot, 53p would be payable to the scheme each year.

Our standard fees and charges are detailed in our fund factsheets which you can find in your online Retirement Savings Account or on our website- members.tpt.org.uk/fund-factsheets. Please note that AMC charges vary by employer, so please also check with them.

How much should I save?

Even if your retirement is a long way off, to give you the best possible chance of achieving your financial goals, it's a good idea to think about your future and the kind of lifestyle you would like. Everyone's idea of retirement looks different, whether it's spending time with loved ones, travelling the world or pursuing new hobbies and interests.

The minimum contribution levels under auto-enrolment may not be enough to achieve a comfortable retirement. To help you understand how much you might need – and therefore how much you need to save – the Pensions and Lifetime Savings Association's (PLSA) Retirement Living Standards are a good place to start. The information shown opposite gives you an idea of the headline figures.

To figure out how these figures might apply to you and your life, try our interactive video quiz and pension savings tool.

These fun tools are designed to help you plan for your future, estimate how much income you might need, and work out if your pension savings are on track.

Minimum £22,400 net*

A 'minimum' lifestyle covers all of your needs with some left over for fun and social occasions. You could holiday in the UK, eat out once a month and do some affordable leisure activities about twice a week.

Moderate £43,100 net*

A 'moderate' lifestyle provides more financial security and more flexibility. You can have one foreign holiday a year and eat out a few times a month. You would have the opportunity to do more of the things that you want to do.

Comfortable 59,000 net*

A 'comfortable' lifestyle that allows you to be more spontaneous with your money. You could have subscriptions to streaming services, regular beauty treatments and two foreign holidays a year.

Source: Pension and Lifetime Savings Association. Figures correct at June 2024. *Total net income for a couple.

Managing your pension

Setting up your online account

Once you're enrolled with TPT, as long as your employer uses online access, we'll send you a personalised activation link to set up your online account.

Your online account is the easiest way to check, track, and stay in control of your TPT pension pot. We'll also upload important documents, like your annual benefit statement, to your online account so you can access them securely. Watch our short video to find out more about your online account.

Your online account is available 24/7 on any device with an internet browser, so you can:

- check the current value of your pension pot
- change your contribution levels or target retirement age
- see where you're currently invested
- make changes to your investments
- view and update your personal details including your beneficiaries so we know who you'd like your pension to go to if you die

If you're unsure whether you've activated your account or have forgotten your password, please go to the login screen and click 'unable to login'.

If that doesn't work then we'll need to create an account for you. Please send a request through Contact TPT.

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Changing your contribution levels

Although your pension is an important long-term investment for your future, we know life can sometimes get in the way. It's therefore easy to change your regular pension contributions, allowing you to balance saving for the future with your other financial commitments.

Before you make changes to your contributions

If you want to know how changing your contributions may affect your pension pot over the long term, you should:

1. Use our interactive video quiz and pension savings tool to work out how much income you might need in the future. As a rough guide, the average required income in retirement is typically around half of your earnings. But, of course, everyone's needs are different – our tools are designed to help you figure out what is right for you.
2. Check the information from your employer to see if you could receive a higher employer contribution by increasing the amount you pay into your pension pot. Likewise, make sure you don't reduce your contribution below the level required to keep receiving regular pension contributions from your employer.

How to make changes to your contributions

To change how much you're paying into your pension pot, simply login to your online account and make any changes in the 'Your TPT DC Pension' section.

If your employer doesn't use online access, please speak to your HR team to discuss making changes to your pension contributions.

Remember: When reviewing your contribution levels, it's important to bear in mind the pension limits set by the government. You can find out more about those here.

Leaving the scheme

Opting out of your workplace pension

You can choose to opt out of your workplace pension scheme at any time. Your employer will be able to provide you with details on how to opt out (see below for a general overview).

However, if you choose to opt out, you should be aware that you will lose the benefit of any employer pension contributions (basically, you will be turning down additional money from your employer). You should also be aware that under auto-enrolment legislation, your employer is required to re-enrol you in the workplace pension scheme every three years. You can then choose to opt again should you wish. The outcome of opting out of your workplace pension will depend on how long you've been in the scheme.

If you've been in the scheme for more than 30 days

Once you've been a member of the scheme for over 30 days, you have two options available to you if you decide to stop paying in:

1. You can leave your pension pot invested (and become what is known as a 'deferred member') until you are ready to start taking your savings, or
2. You can choose to transfer the value of your TPT pension pot to another registered pension arrangement.

If you've been in the scheme for less than 30 days

Once you have been automatically enrolled in the scheme, you have 30 days to choose if you'd like to opt out. If you choose to opt out within the first 30 days, you will be treated as though you were never a member of the scheme.
This means any contributions that have been deducted from your pay will be returned to you by your employer (after any relevant tax deductions).

To opt out of the scheme, you need to complete an Opt Out Notice Form, which can be downloaded from the scheme information section of our member website.

Once completed, please return the Opt-Out Notice Form to your employer who will then instruct us.

If you change your mind and wish to start (or re-start) contributing to your pension, please contact your employer.

Leaving your employer

If you leave your employer, you won't be able to continue making contributions to your TPT pension pot.

The pension pot you've built up will still belong to you, so it's essential you provide us with a personal email address so that we can continue to update you about your savings.

You can easily update your email address in your online account – once you've logged in, click on 'Changing my details with TPT' and update the relevant information.

If you are struggling to update your contact details, please get in touch with our team (see page 25 for details).

Re-joining the scheme

If you have previously opted out of your workplace pension scheme, you can usually re-join at any time. If you have opted out multiple times in the same calendar year, you will need to speak with your employer as some schemes may have annual limits on re-enrolments.

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When can I retire?

Savings in a workplace pension scheme are locked away until you reach the minimum pension age. This is currently age 55, but will increase to age 57 on 6 April 2028.

You can start to take your TPT pension savings at any time once you've reached minimum pension age – you don't have to stop working in order to access your TPT pension pot. However, you should be aware that once you access your savings, you may be subject to stricter rules on how much you can continue to pay in.

Upon enrolment, your target retirement age will be set at age 65. You can then choose to change this date to anything from the minimum pension age up to age 75.

As mentioned previously, if you are invested in one of our Target Date Funds (TDFs) then your pension pot will automatically be gradually moved into more cautious investments as you approach your target retirement age. It's therefore essential that you consider when you might want to start taking your TPT pension savings, and to keep your target retirement age up to date.

Your target retirement age also lets us know when we need to get in touch with you to start explaining your options for taking your pension savings.

You can change your target retirement age in your online account, or by contacting your employer.

How can I take my pension savings?

You won't start to automatically receive an income when you reach your target retirement age. **You need to choose how you would like to take your pension savings and have a number of options**, as explained on the next page.

Remember that you can also receive an income from other pension pots you may have at the same time.

TPT savings → **Leave your savings invested**

Options

1. **Take all your pension savings as one lump sum**
2. **Take your pension savings as several lump sum payments**
3. **Buy a guaranteed income**
4. **Draw a flexible income**

1. Take all of your pension pot as one lump sum

You can take all of your pension pot as a one-off cash lump sum. You'll pay income tax on 75% of the amount you take, and the rest will be tax free.

2. Take your savings as a series of lump sums

You can take your pension pot a bit at a time, as often as every three months. To do this, the value of your pension pot must be at least £10,000 and you'll need to take at least £1,000 each time. The rest of your pension pot will remain invested – meaning it can rise or fall in value, and you'll continue to pay an annual management charge (just as you did before you started taking your savings). Each time you take a lump sum from your pension pot, 25% of the payment will be tax free and the rest will be taxed as income.

3. Buy a guaranteed income (an 'annuity')

You can use all or part of your savings to buy a guaranteed, regular income – either for the rest of your life or for a fixed period of time. This is what you may have heard called an 'annuity'. It's a bit like being paid a salary even after you've stopped working and is provided by an insurance company. There are many types of annuities to choose from, and the amount of money you get from each type can vary. If you choose an annuity, you can still take up to 25% of your savings as a tax-free lump sum. Your annuity will be taxed as income.

4. Take a flexible income ('drawdown')

You can take an income flexibly from your pension pot as and when you want. This is sometimes called 'drawdown', and to do it you'll need to transfer your pension pot to another pension provider (this option is not available directly from TPT). As with the other options, you can take 25% of your pension pot as a tax-free lump sum and the rest will be taxed as income as and when you take it. Remember, when using drawdown, the money you leave in your pension pot will remain invested- meaning it can rise or fall in value, and you'll continue to pay management charges with your drawdown provider.

Before you choose the option, you would like, you'll also need to consider taking up a free guidance appointment with the government's Pension Wise service. It might also be worth considering taking expert financial advice. Choosing how to take your pension savings is one of the biggest financial decisions most people will make in their lifetime, so it's essential you receive proper support and guidance. See **page 21** for more information.

Pension scams

If you are taking a cash lump sum from your pension to invest elsewhere, or plan to transfer your pension pot in order to take a flexible income, be aware that scammers may operate in these markets and you could risk losing money. Scammers use increasingly sophisticated methods to con people out of their life savings, so it's essential to stay alert to any warning signs. Please don't assume 'it could never happen to me'.

Make sure you know what to look out for and how to spot an offer or a request that isn't legitimate:

- If you're sent online resources, always double-check the website address is the same as the address shown in any official communications.
- Reject unexpected offers – these often originate from unsolicited text or social media messages. Such contact is illegal and is likely a scam.
- Always check who you're dealing with – make sure they are Financial Conduct Authority (FCA) authorised and not a 'clone firm'.
- Don't be rushed or pressured into making a decision – even if it sounds like a great deal. If it sounds too good to be true, it almost certainly is.
- Get impartial advice with an FCA authorised financial adviser before making any changes to your pension.

You can find out more about how to identify scams on the Financial Conduct Authority's website:

https://www.fca.org.uk/scamsmart/how-avoid-pension-scams

What happens if I die before I take my pension?

Sadly, some people pass away before they can access their pension savings. Just like your other savings and possessions, the money in your pension pot belongs to you. That means that if you're no longer around, the money you've saved could go to your loved ones.

You can tell us who you'd like your money to go to if the situation arises. That's where nominating a beneficiary comes in.

A beneficiary is a person or organisation (such as a charity) who you would like to receive your pension when you die. If your employer also offers life insurance as part of your workplace pension scheme, this would also be paid to your nominated beneficiary or beneficiaries.

You can nominate as many beneficiaries as you wish, and indicate the proportion of your pension pot you would like them to receive. You are also able to allocate your life cover to your beneficiaries if this is provided by your employer as part of your plan.

How do I make sure my money goes to the right place?

Make sure to keep your beneficiaries up to date to ensure that your money goes to the right person should anything happen to you.

It's easy to nominate beneficiaries using your online account:

1. Log in
2. Click 'My Account' in the top right-hand corner of the screen
3. Click on 'My Beneficiaries' and then the 'Add Beneficiary' button
4. Enter the name of your beneficiary or beneficiaries and the percentage of your pension pot you would like them to receive

If you don't have an online account, you can also nominate beneficiaries by contacting us at Contact TPT or by phone on **0345 072 6780**

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Tracing lost pensions

Pensions information can easily go missing for a number of reasons, including:

- moving address
- misplacing paperwork
- changing contact details such as address or phone number

Currently, there's over £26 billion in 'lost' pensions in the UK that have not been claimed by people.

Fortunately, you can make sure you track down all your old pension pots by either contacting your previous employers or using the Government Pension Tracing Service.

Once you have found all your pension pots, you can then decide whether you would like to keep them separate or merge them into a single pot as seen on next page.

For more information on tracing lost pensions, click here.

Throughout your life, it's likely that you'll have a number of jobs with different employers, which may mean that you have multiple pension pots. Due to the requirement for most employees to be automatically enrolled into a workplace pension, you could have small pots of money saved from positions you only held for a brief time.

Merging pensions

Keeping track of multiple pension pots can be difficult, however, in most cases you can transfer your pots between schemes (known as 'consolidating' or 'merging').

Here are some reasons why you might want to consider merging your pots:

- **Planning:** Moving your pension savings into one pot can make it easier to manage your retirement planning and keep track of your total pension savings.
- **Investment performance:** Every pension scheme will have its own approach to investment management, and some will provide better investment returns than others.
- **Range of investment funds:** Some pension schemes may offer a wider range of investment funds than others, or funds more suited to your investment goals or personal beliefs. It's worth taking time to compare them and think about what's right for you.
- **Charges:** Some pensions have higher charges which can eat into the value of your savings. It's worth taking a look at how TPT's charges compare to those of your other pensions.

Click here to access more information about requesting a transfer.

Of course, everyone's circumstances are different. If you're thinking about merging your pension pots, it's a good idea to consider talking to a regulated financial adviser who can help you understand the differences between your schemes and explain the pros and cons of the decision (**see page 23** for more information).

Financial guidance and advice

Most people spend around a third of their life in retirement, so you should take the time to plan carefully and ensure you have the knowledge to make informed decisions.

When the time comes to take your pension savings, you need to be sure that you understand the different options available to you. There's a lot to think about, and it might be worth considering getting some professional help.

This is where financial guidance and financial advice can come in. First of all, what's the difference?

Financial guidance can help improve your understanding, and it's usually free. Keep in mind that guidance services will only provide you with general information. Financial guidance is not based on your circumstances, unlike financial advice, and will not provide you with a personalised recommendation on the best course of action for you.

Financial advice will provide you with a personalised recommendation on how to achieve your financial goals. Financial advisors are also regulated by the Financial Conduct Authority (FCA), which means you have additional protection should anything go wrong.

	Financial advice	Financial guidance
Personal recommendation advising you what you should do	Yes	No
Based on your individual circumstances and needs	Yes	No
Impartial	Yes	Yes
Regulated	Yes	No
Protected by the Financial Services Compensation Scheme	Yes	No
Fee to pay	Yes	No

Free financial guidance resources

The following websites and services are all free to use and can help you decide on the best option(s) for your circumstances.

MoneyHelper

MoneyHelper is a government-supported service that provides useful information about pensions and retirement. You'll find articles to help your understanding of workplace pensions, the State Pension, tax and avoiding pension scams.

Pension Wise

The Pension Wise service provides guidance for people aged 50 or over who are evaluating their retirement options and can be accessed through the MoneyHelper website.

The Government Website

The GOV.UK website contains useful information about tax rules, and can help you find out if you qualify for a state pension (and, if so, how much) or pension's credit.

TPT Member Website

Don't forget that you can find lots of information and tools to help you with your pension savings and retirement plans on our member website.

Getting financial advice

When it comes to making a big decision or understanding your options, it can help to discuss your pensions with a financial adviser. A financial adviser can help you feel more in control of your retirement plans, make decisions about your pension savings with confidence and, when the day comes, help you make the right choices when it comes to covering the cost of your lifestyle in retirement.

It may be worth seeking advice if you're:

- unsure how much money you'll need in order to have the type of lifestyle you want in retirement
- thinking about transferring your pension or merging any other pensions you may have with your TPT pension
- considering making changes to your investments
- approaching pension age and want to know how best to turn your savings into a retirement income

Our advice partner: Origen Financial Services

As a TPT member, you can get financial advice through our carefully selected partner, Origen Financial Services. Origen offers two core services for TPT members:

- advice while you're saving for retirement, to help you check your plans are on track
- advice to help you make decisions on how to take your pension pot at retirement

Each service includes an initial meeting with an Origen adviser, a pension report detailing recommendations in respect of your TPT retirement savings, and a follow-up call to discuss the recommendation. The advice is entirely independent from TPT and will be based on your personal circumstances and objectives.

You can find out more about advice services from Origen on our member website: https://members.tpt.org.uk/guidance-advice#financial-advice-from-origen

Find your own adviser

Of course, if you prefer, you can choose to find your own regulated financial adviser on the unbiased website: https://www.unbiased.co.uk

Complaints

If you have a concern or complaint regarding your pension, we recommend that you first call our team on **0345 072 6780**. If they are unable to resolve the issue, it may be beneficial to speak with our Executive Administration Manager and/or Head of Pensions Administration.

If your complaint cannot be resolved informally and you continue to be dissatisfied, you can initiate the formal complaints procedure at any time. This has two stages, which are outlined below:

Stage 1

You may submit a formal resolution request to the Trustee Services Director in writing. Please ensure all correspondence bears the heading 'Formal Complaint'. A decision should be provided within two months of your formal request. MoneyHelper can assist you with your complaint. Click here click here to find out the key steps for making a change.

Stage 2

If you remain unhappy or disagree with the Trustee Services Director's formal resolution, you have the right to appeal to the Trustee within six months of the decision. The result of your appeal should be provided within two months.

If you are not satisfied with the Trustee's decision, you have the right to refer your dispute to The Pensions Ombudsman.

The Pensions Regulator

The Pensions Regulator is an independent service that is responsible for ensuring that employers, trustees, pension specialists and business advisers fulfil their duties to pension scheme members. Its primary purpose is to oversee the proper operation of workplace pension schemes and to safeguard the interests of members.

www.thepensionsregulator.gov.uk/

report@tpr.gov.uk

0345 600 7060

The Pensions Ombudsman

The Pension Ombudsman is an independent organisation set up by law. Their service is free, and their role is to impartially investigate pension complaints from scheme members, or their beneficiaries, employers, or trustees.

www.ombudsman.org.uk/making-complaint

enquiries@pensions-ombudsman.org.uk

0345 015 4033

TPT contact details

The team at TPT are here to help you at every stage of your savings journey. You can get in touch via our secure 'Contact TPT' portal at any time. Alternatively, please contact us using any of the details below. You can also use Contact TPT to activate your online account or reset your password.

Using the Contact TPT portal

Select 'Get in touch' to:

- tell us about yourself or the member concerned (if you're acting on their behalf)
- provide your email and phone number so that we can respond to you
- tell us about your query, providing supporting documents or photos if required

Contact us by telephone, email or post

0345 072 6780

tptadmin@mercer.com

TPT Retirement Solutions, Verity House,
6 Canal Wharf, Leeds, LSII 5BQ