

The RIBA Pension

Employee/Member guide

Your employer has signed up to the RIBA Pension. This guide provides information about being a member of the RIBA pension scheme

What is the RIBA Pension?

The RIBA Pension is a workplace pension scheme, which is compliant with auto enrolment legislation. Further information can be found at ribapension.org.

Where are the documents referred to in this guide?

To view and download documents relating to the RIBA Pension, visit ribapension.org and go to the Documents Library.

Am I eligible to join?

If your earnings are greater than the current qualifying threshold and you are between 22 and State Pension age, you are an eligible jobholder and will be automatically enrolled into the RIBA Pension once your employer has reached its staging date.

If you do not meet the criteria above, then you are either a non-eligible jobholder or an entitled worker and you will not be automatically enrolled into the RIBA Pension. You can, however, still apply to join; please speak to your employer for more information.

What is a staging date?

Every employer has a staging date when the auto enrolment legislation becomes applicable. However, your employer may have signed up to the scheme in advance of its staging date and given you the opportunity to join. Your employer can inform you of the staging date.

When can I join?

If you are an eligible jobholder, you will automatically become a member of the RIBA Pension as soon as you start working for your employer, or when your employer's staging date has been reached.

How much do I pay in?

If you are auto enrolled, minimum contributions apply from the staging date. These are set by government and will increase over time as shown in the table below.

Pensionable pay definition	Minimum contribution rates					
	Until 5 April 2018		From 6 April 2018 to 5 April 2019		From 6 April 2019 onwards	
	Total	Employer	Total	Employer	Total	Employer
Qualifying earnings	2%	1%	5%	2%	8%	3%
Total earnings	2%	1%	5%	2%	7%	3%

NB If your employer uses a pensionable pay definition other than qualifying earnings or total earnings, different minimum rates may apply.

Your minimum contribution will be determined by the total contribution required and the amount your employer decides to pay. If you are not auto enrolled but choose to join the RIBA Pension, your employer may set different contribution rates. Your employer will tell you the rates that apply to you.

You can pay in extra if you wish, using the Contribution Rate Change Form or the One-off Additional Contribution Form.

Can I opt out?

Yes, you can opt out if you wish, using the Opt Out Form. Remember, if you opt out of the RIBA Pension, your employer will not contribute to another pension arrangement for you. Please note that if you have been auto enrolled into the RIBA Pension, and subsequently opt out, then under the auto enrolment rules your employer must automatically re-enrol you every 3 years. You can then opt out again if you wish.

What are my options if I opt out or leave my current employer?

If your employer has reached its staging date, and you are auto enrolled or choose to join, but opt out within 1 month	Your employer will pay your contributions back to you in your earnings.
If your employer has not reached its staging date, or if you opt out after 1 month	<p>You can EITHER:</p> <p>Choose to leave your savings in the RIBA Pension until you take your benefits. Your savings will continue to be invested in the way that you have chosen;</p> <p>OR</p> <p>Transfer the value of your savings to another registered pension scheme or qualifying recognised overseas pension scheme;</p> <p>OR</p> <p>If your new employer has also chosen the RIBA pension as its auto enrolment solution, you will be able to continue to contribute to your RIBA Pension;</p> <p>OR</p> <p>If you are aged over 55, use your account to provide immediate pension benefits.</p>

How do I make payments?

Your contributions will be automatically deducted from your earnings.

What if contributions are made via salary exchange?

Your employer may have opted to operate the scheme through a salary exchange arrangement. This means that, rather than you making contributions automatically from your earnings, your employer makes the contributions on your behalf and reduces your earnings by an equivalent amount.

What happens to my contributions?

Whether you are paid weekly, fortnightly or monthly, your total contributions (yours and your employer's) are sent to us once a month and then invested at the earliest opportunity.

The first month's contributions will be invested into the Lifestyle default funds after the end of the opt-out period. The opt-out period is 1 month after the later of:

- Your enrolment date, or
- When you have been notified of your auto enrolment.

After that, you can make changes to your investments using the Investment Change Form.

Will I get tax relief on my contributions?

Yes, your contributions are deducted from your pay before tax. This means some of your money that would have gone to the government as tax now goes into your pension instead.

Can I transfer in benefits from another scheme?

If you have built up benefits in a previous pension arrangement, you may be able to transfer the value of those benefits into the RIBA Pension, at the discretion of the trustee. If you wish to do this, please complete and return a Transfer-In Investigation Request. Any transfer received from another pension arrangement will be invested according to your current fund choices.

How can I build up extra benefits?

You can increase your contribution above the minimum by completing a Contribution Rate Change Form. You can pay in a lump sum by completing a One-off Additional Contribution Form. These need to be submitted to your employer, as additional payments can only be made through your payroll, i.e. as deductions from your pay.

Do I get a personalised statement?

You will receive an annual benefit statement showing:

- The contributions paid
- The current value of your pension
- The funds in which you are invested
- An estimate of what your pension income might be at Target Retirement Age

How can I manage my investments?

The Lifestyle and Freestyle investment options are explained in the Investment Choices document. You can also view a full list of Freestyle Funds available. As a member of the RIBA Pension, you will have access to a Member Portal where you will be able to view details of your contributions and investments to date.

Once the opt-out period has passed, you can change the funds in which you are invested, using the Investment Change Form.

How do I check the value of my pension fund?

As a member of the RIBA Pension, you will have access to a Member Portal where you will be able to see the latest value of your pension fund. You will receive an email with login details when you join, after the 1-month opt-out period has passed. The email will be sent to the email address we have received from your employer. See 'How to change my details' if you would like us to use a different address.

Please note that there is usually a time lag of a few weeks between contributions being made and the portal being updated. This is due to the time it takes for the payment from the employer and associated contributions report to be received by HS Admin, for these to be reconciled, and for the contributions to be invested.

See the Investment Choices and Freestyle Funds documents for information about the individual funds.

Can I transfer my benefits to another scheme?

If you leave your employer, you can transfer your benefits to another registered pension scheme. There are no charges for transferring out and the transfer value will equal your fund value. Please contact us for further details.

If your new employer has also chosen the RIBA Pension as its auto enrolment solution, you can continue to contribute to the RIBA Pension.

Can I take money out of my pension before I retire?

No, the law does not allow you to do this. The only time you can take your benefits is at retirement, unless you are seriously ill.

What happens when I retire?

The default Target Retirement Age (TRA) is 65, but you can choose any TRA between 55 and 75. Once the opt out period has passed, you can change your TRA using the Investment Change Form.

At present, on retirement, you have a wide range of choices as to how to invest or spend your pension fund. You could choose to buy an annuity which provides a regular income for you and, if you wish, for your dependents (payable on your death). You have other options and are also able to take part of your fund as a tax-free cash lump sum.

The benefits the RIBA Pension provides on retirement will depend on a number of factors including:

- How much has been paid into your pension fund
- Where it is invested and for how long
- How much cash you take when you retire
- How much it costs to buy an annuity - if you choose to buy one - and what sort of annuity you buy.

The government has recently introduced changes to pension legislation that gave you more flexibility in how you use your pension fund. Further changes in government legislation may occur.

We will contact you prior to your TRA to let you know the retirement options available to you. If you would like information on this before then, please contact us.

What happens if I die before I retire?

If you die before retirement, the trustee of the RIBA Pension will decide to whom your pension benefits should be paid. If you wish to provide guidance to the trustee, you should complete and return a Nomination Form, according to the instructions on the form. We will keep it safely for you.

If you die after retirement, the benefits to be paid will depend on the type of annuity you chose at retirement.

How do I change my details?

If you are paying into the RIBA Pension and have told your employer of the change, they will let us know.

If you are no longer paying into the RIBA Pension, you need to tell us of any changes. You can do this by completing and returning a Personal Details Form. If you are changing your name or marital status, we will need to see the original certificate/s; your document/s will be returned to you by recorded delivery.

How is the RIBA Pension run?

A Trust Deed and Rules ('the Rules') govern the RIBA Pension. We will provide you with a copy on request. Nothing in this document overrides the Rules.

How does the RIBA Pension look after my data?

We will hold and process your personal data in accordance with the Data Protection Act 1998 and from time to time this may be shared with other companies involved in the administration of your pension.

Any contact information you have provided will be used as a means of communicating with you about your pension. By providing this contact information either directly or via your employer you are giving us permission to retain this data and contact you using any of the contact details provided.

As a processor of personal data HS Admin is registered with the Information Commissioner's Office as required under the Data Protection Act 1998. We will use this information for the administration of your pension and will only process your personal data in accordance with our registration and current data protection legislation. Information provided will be available to employees of HS Admin. Your information will not be used for marketing purposes. It will not be shared with third parties except as required for the operation of the RIBA Pension.

We will periodically participate in the National Fraud Initiative (NFI) data matching exercise carried out by the Audit Commission. Our participation in NFI will assist in the prevention and detection of fraud against organisations within the public sector. We provide the Audit Commission with particular sets of data for matching as set out in the Audit Commission's guidance, which can be found at www.audit-commission.gov.uk/nfi.

The use of data by the Audit Commission in a data matching exercise is carried out with statutory authority under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned under the Data Protection Act 1998. Data matching by the Audit Commission is subject to a Code of Practice. This may be found at www.audit-commission.gov.uk/nfi.

For further information on the Audit Commission's legal powers and the reasons why it carries out data matching, see www.audit-commission.gov.uk/fairprocessing. If you have any other queries regarding data protection, please contact us.

Can I access my personal information?

You have the right under the Data Protection Act to request a copy of the information that is held about you; this is known as a subject access request. To make a subject access request, you need to write to us and let us know what information you want. Please note that a fee of £10 will be payable to us to provide a copy of this information. We will reply within 40 days of the date we receive both the fee and details of the information you want.

What do I do if I have a question?

If your question is to do with what you see on your payslip, contact your employer. If your question is to do with how your pension is managed, e.g. how your contributions are invested, your options at retirement, logging in to your Member Portal and so on, contact HS Admin, the RIBA Pension administrator, whose details are below. Listed below are typical response times for common requests:

Transfers to the RIBA Pension – From receipt of an initial enquiry it will typically take 4 to 6 weeks to receive details of your transfer value from the previous pension provider. From electing to proceed with a transfer it can take a further 4 to 6 weeks to receive payment of the transfer value from the previous pension provider.

Member Portal login – It will take around 3 working days to generate and issue a new password for the Member Portal.

General enquiries – The majority of general enquiries about the RIBA Pension will be answered within 5 to 10 working days depending on the nature of the enquiry

If your request is urgent, please telephone the helpline on 0151 448 5550.

What do I do if I have a complaint?

If you are unhappy with the way your pension is being managed, there is a special complaints procedure in place to give you a route to follow. It is known as the Internal Disputes Resolution Procedure. It is available to all members and you can submit your complaint yourself or appoint a representative. The procedure is summarised in the table below.

How to complain	
Send your complaint in writing, quoting your:	To:
<ul style="list-style-type: none"> Name Address Date of birth National Insurance number 	Trustee of the RIBA Pension HS Admin 25 Goodlass Road Liverpool L24 9HJ
Please state the reasons you are dissatisfied. If you are not the member, you should give the member's details as well as your own name and address and explain your relationship to the member. We will acknowledge receipt of your complaint. You will normally receive a decision within 8 weeks and a copy of your complaint and this reply will be forwarded to the trustee.	

Our contact details

If you have any questions about your pension, please contact HS Admin, the RIBA Pension administrator:

HS Admin
25 Goodlass Road
Liverpool
L24 9HJ

Tel: 0151 448 5550

Email: ribapension@hsadmin.com