

**Glossary of Pensions Office Communications
Attached as Appendices 1 – 18.**

Appendix Number	Brief Description of Communication
Appendix 1	Interfund-in transfer quotation to member Letter sent to scheme member in respect of the potential transfer of their previous LGPS benefits.
Appendix 2	Interfund-in transfer finalised – confirmation to member. Letter sent to scheme member to confirm the transfer of their previous LGPS benefits to the City of London has been completed.
Appendix 3	Transfer-in quotation to member. Letter sent to scheme member in respect of the potential transfer of previous (non-LGPS) pension rights.
Appendix 4	Transfer-in finalised – confirmation to scheme member. Letter sent to member to confirm the transfer of their previous (non-LGPS) pension rights to the City of London has been completed.
Appendix 5	Interfund-out transfer quotation to new scheme. Transfer-out quotation sent to new local authority pensions office.
Appendix 6	Interfund-out transfer payment letter. Letter to new local authority confirming that payment of the transfer has been made.
Appendix 7	Transfer-out quotation to receiving scheme. Transfer-out quotation to a non-LGPS pension provider – sent to potential receiving scheme.
Appendix 8	Transfer-out letter to member. Initial letter sent to scheme member considering transferring their benefits out of the LGPS
Appendix 9	Transfer-out quotation to scheme member. Transfer-out quotation to a non-LGPS pension provider – sent directly to scheme member.
Appendix 10	Freedom & Choice Leaflet Leaflet produced by the Local Government Association and issued together with the transfer-out quotation letter sent to scheme members.

Appendix 11	<p>Pension Scams Leaflet</p> <p>Leaflet produced by the Financial Conduct Authority and the Pensions Regulator and issued together with the transfer-out quotation letter sent to scheme members.</p>
Appendix 12	<p>Covid-19 Leaflet</p> <p>Leaflet produced by the Financial Conduct Authority, the Pensions Regulator and the Money and Pensions Service and issued together with the transfer-out quotation letter sent to scheme members.</p>
Appendix 13	<p>Transfer-out payment letter.</p> <p>Transfer-out payment confirmation letter to non-LGPS pension scheme.</p>
Appendix 14	<p>Retirement estimate letter</p> <p>Estimate of potential retirement benefits to scheme member</p>
Appendix 15	<p>Unpaid leave letter to scheme member.</p> <p>Letter to scheme member in respect of their options following a period of unpaid leave.</p>
Appendix 16	<p>DWP Trace letter.</p> <p>Letter sent to ex-scheme member via the Department of Work and Pensions where contact has been lost.</p>
Appendix 17	<p>Initial letter in respect of the death of a pensioner.</p> <p>Letter sent to next of kin / executor / personal representative following the notification of the death of a pensioner.</p>
Appendix 18	<p>Active member Annual Benefit Statement.</p> <p>Statement sent to active scheme members to confirm the value of their accrued benefits at 31/03 together with a forecast of their potential value at Normal Pension Age – includes the accompanying notes.</p>