



# Greg Vaughan Financial Services

Telephone: 07788630037 Fax: 0151 236 5501  
Email: greg@greg-vaughan.co.uk  
Web: www.greg-vaughan.co.uk

127 Imperial Court  
Exchange Street East  
Liverpool L2 3AB

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## CONTRACTING-OUT OF SERPS QUESTIONNAIRE

Thanks for downloading my questionnaire and showing an interest in my service. I have tried hard to make this as simple and straightforward as possible to complete. However, please do not hesitate to contact me should you have any questions at all.

On the next few pages, I would like you to provide some details about yourself and your contracted-out of SERPS personal pension plan .

This will help me to analyse your case and decide whether or not there are sufficient grounds to challenge the advice you received to contract-out of SERPS.

Please try to fill in all the boxes if you can. Also, it would be most helpful if you could write as clearly as possible. If you need extra space when answering a question, please use Section 7.

All the information you give is treated in the strictest confidence and will only be used to further your case. I never pass on any information to third parties or use it to try to sell you products or services. I am only interested in helping you recover financial losses - I'm not engaged in any other business.

Once you have completed this questionnaire, please send it to me at the following address:

Greg Vaughan Financial Services  
127 Imperial Court  
Exchange Street East  
Liverpool  
L2 3AB

A final note: if you have anti-virus software or an automatic "junk" mail facility on your PC then please ensure it is set to accept emails from me. I correspond as much as possible by email to quicken the process and will acknowledge safe receipt of this questionnaire by this method.

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## Charging Plan (please retain this page for your records)

Because any compensation will be used to enhance the value of your personal pension rather than paid to you in person, I have to charge a flat-rate for these case. It is £395 + VAT to manage your case. This covers my costs and time for investigating and pursuing your case for as long as it takes.

I do not charge any further fee, either during or at the end of your case, irrespective of any additional costs I may incur. I do not charge extra for submitting and pursuing your case through the Financial Ombudsman Service process.

# Confidential Questionnaire

## 1. Personal Details

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

\_\_\_\_\_

Post code: \_\_\_\_\_

Your date of birth (dd/mm/yyyy): \_\_\_\_\_

Your National Insurance Number: \_\_\_\_\_ (leave blank if not known)  
(This often helps your personal pension vendor to trace the original sale records)

Your age when you first contracted-out: \_\_\_\_\_

Your annual salary when you first contracted-out: £\_\_\_\_\_ (estimate if necessary)

Your occupation when you first contracted-out: \_\_\_\_\_

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Your email address: \_\_\_\_\_  
(I correspond by email as much as possible to save you time and money. Please print clearly)

Contact phone no.: \_\_\_\_\_ (include area dialling code)

Where did you find out about me? \_\_\_\_\_

If from an existing client, please quote their name and client reference:

\_\_\_\_\_

## 2. About your contracted-out personal pension plan

Write your contracted-out personal pension plan policy number and commencement date here:  
(try to make sure you do not confuse it with any other pension plan policy number)

Policy number: \_\_\_\_\_

Commencement date: \_\_\_\_\_

Please make sure you answer the questions in the rest of this section as accurately as possible to ensure I don't needlessly write to the wrong firm.

Who sold the policy:

- A salesman from an insurance company/bank/building society:

- A salesman from a firm of independent brokers:

What was the name of the firm that sold the policy: \_\_\_\_\_

\_\_\_\_\_

What is the firm's address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is the firm still trading: Yes:  No:  Don't know:

Which insurance company is your pension plan with:  
(if different to the firm that sold it)

\_\_\_\_\_

## 3. About your circumstances now

Are you still contracted-out of SERPS: Yes:  No:

If 'No' in what year did you return to SERPS: \_\_\_\_\_

## 4. About the advice you received

Your answers to the following questions will guide me when analysing the advice you received

Question Number	Question	Yes	No
1.	Did the financial adviser explain there was a risk that a contracted-out personal pension plan might provide a lower pension than SERPS?		
2.	Did the financial adviser explain how SERPS worked and the benefits it would provide?		
3.	Did the financial adviser discuss in depth how contracting-out worked in a way that you fully understood?		
4.	In your opinion, did the financial adviser gather sufficient information about you, your personal circumstances, and your plans and priorities before recommending contracting-out?		
5.	Did the financial adviser establish your attitude towards taking risks with your retirement pension?		
6.	Did the financial adviser establish if you were a sophisticated investor with a detailed knowledge of investment products who would understand the risks of contracting-out compared to the guaranteed pension provided by SERPS?		
7.	Did the financial adviser inform you that your personal pension would most likely invest in the stock market?		
8.	Did the financial adviser explain that the amount of pension you would receive from your personal pension fund would be governed by annuity rates that fluctuate along with interest rates?		
9.	Many people contracted-out of SERPS at the same time as starting a personal pension to pay their own contributions. Did you start paying your own contributions at the same time?		
10.	Are you in receipt of the basic state retirement pension now or will you reach state retirement age in the next twelve months?		

## 5. About being encouraged to contract-out

Did the financial adviser tell you the state pension would not be around when you came to retire and that therefore you should start building your own pension pot?

Yes:  No:

If 'Yes' can you recall exactly what was said: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 6. Previous complaints

Have you made a complaint already: Yes:  No:

If 'Yes' do you have copies of your original complaint letter and the firm's final decision letter: Yes:  No:

If 'Yes' to both questions, please copy this correspondence and send it with this completed questionnaire.

## 7. Please use this space for any other comments you would like to make: