

Understanding your pension re-registration

Transferring your pension to a new provider can enable you to access valuable benefits and features, that you may not have access to through your current pension provider. Consolidating your pension and other assets onto a single platform can also make it easier for you to view and manage your investments from one secure location.

In this guide we explain one of the ways your pension can be moved to Quilter - through re-registration. The other option is known as a cash transfer, which you can read more about in our pension cash transfer guide.

What is re-registration

Re-registration is carried out by changing the legal custodian of your assets from your current pension provider to Quilter. The benefit of re-registration is that your assets remain invested, which means you reduce the risks associated with being out of the market when fund prices are fluctuating.


Not all pension providers offer re-registration and whether this is an option for you will depend upon your current provider.

Things you should consider

If you are taking regular income from your pension or are paying a fee to your financial adviser there may be a period during the re-registration where these will not be paid, until after your transfer is complete.

If you are looking to change the assets you currently hold then you may want to do so before submitting your pension transfer request. Or in either scenario, you could opt to transfer your pension as a cash transfer, which is typically faster and will invest straight into the assets you choose.

We recommend you speak to your financial adviser about if you need to take any income withdrawals in advance of the transfer to cover a set period of time while the transfer takes place.



Re-registration step by step

Who is involved?

There are typically four main parties involved when processing your re-registration request.



Your financial adviser



Your current pension provider



The fund managers of the funds you hold



Quilter, your new pension provider.

If you hold funds with a range of different fund managers, or the fund manager is based offshore, then this can lengthen the transfer time. Your financial adviser may also have recommended the services of a discretionary fund manager, who may also need to be involved in the process.

The process of re-registering your pension

- 1 Your financial adviser will submit your pension re-registration application via our award-winning online platform and will ask you to sign a 'Transferring Scheme Authority' that they will send to us by post.
- 2 We will send a 'discovery request' to your existing provider, who will share the details of the assets you hold. This will either be electronically, or by post depending on how your pension provider operates. Please note, if the re-registration includes a mix of assets where some can be transferred automatically, while others need to be transferred manually, then all of the assets will be transferred manually and this will lead to a longer transfer time.
- 3 Based on the details sent to us by your existing provider, we will either accept the funds, or where the fund is not held, if a common share class of the same fund is held on our platform, we may ask for the fund to be converted to the common share class. In rare cases, where we do not offer a fund, we will ask for the assets to be transferred as cash.
- 4 Your existing provider will then contact each fund manager that you hold assets with and ask them to change the custodian of your assets to Quilter.
- 5 We will begin receiving confirmations from the fund managers confirming Quilter's custodianship of your funds, we will check whether we offer a cheaper share class of the same fund. If we do, we will convert you to the better value share class on completion.
- 6 Once we have received confirmation from every fund manager, your assets will then be applied to your Collective Retirement Account.

Re-registrations that involve UK assets complete on average in **45 days**.
Re-registrations that involve overseas assets complete on average in **95 days**.

This timescale is indicative of the steps involved in re-registering your pension and the average time taken to do so. You should know that every transfer is different and is affected by the funds you hold and the complexity of your current pension arrangement. As a result, timescales will vary.

By investing in the Collective Retirement Account, you can be confident that you are investing in one of the best pensions in the market, which has been rated five stars by Defaqto.

Rest assured we will do everything we can to make sure your pension transfer completes as quickly as possible.



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Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years.

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