



# PSAG

Pension Scams Action Group

United action against pension scams

## Steps to stay **scam safe**

Scammers appear professional and it's becoming increasingly harder to spot the difference between something that's credible and something that's fraudulent.

The Pension Scams Action Group has put together a checklist to go through if you're ever approached about your pension.

Your pension is your future – keep it safe



## STEP 1

### Is the offer unexpected?

Legitimate pension providers are highly unlikely to contact you out of the blue about your pension. Be wary of free pension review offers and/or promises of high/guaranteed returns.

## STEP 2

### Have you checked who you're dealing with?

The Financial Conduct Authority's (FCA) website has a Financial Services Register you can check to make sure that anyone offering you advice or services is authorised to do so.

A firm pretending to be an authorised firm is known as a 'clone firm' and may have a clone website that looks exactly like the real deal. **Tip:** double check their contact details against the register and see if they match. Always ensure a firm is FCA-authorized or you won't be protected by the Financial Ombudsman Service or Financial Services Compensation Scheme if something goes wrong.

Website: [register.fca.org.uk](https://register.fca.org.uk) Phone: 0800 111 67 68

## STEP 3

### Stop and think – are you being rushed or pressured?

Pressure to act quickly or you will miss out is often a warning sign. Take your time to make all the checks you need and remember, if it sounds too good to be true, it probably is.

## STEP 4

### Should you seek impartial advice or guidance?

#### MoneyHelper

Free and impartial information and guidance available online, over the phone and via webchat.

Website: [Moneyhelper.org.uk](https://Moneyhelper.org.uk) Phone: 0800 011 3797

#### Financial advisers

If you can, it's a good idea to invest in speaking to a financial adviser. Often large amounts of money are at stake and they will be able to help you make the right decision for you. **Tip:** check any adviser you choose to use is regulated by the FCA.

#### Stop! Think Fraud

Learn more about how to spot and avoid scams.

Website: [stophinkfraud.campaign.gov.uk](https://stophinkfraud.campaign.gov.uk)



### If you suspect a scam, report to **Action Fraud**

Website: [Actionfraud.police.uk/contact-us](https://Actionfraud.police.uk/contact-us)  
Phone: 0300 123 2040. In Scotland, call 101.