



# Knowing your DC pension pot

A guide for members working in Guernsey



Your Defined Contribution (**DC**) pension pot is part of the HSBC Bank (UK) Pension Scheme (the **Scheme**) set up by the HSBC Group for its UK employees and employees working in Guernsey. It's a way to build up savings while you're working, to provide benefits in the future.

This guide gives you an overview of how your DC pension pot works and the options you have when you take your DC pension pot.

*This guide assumes that you are subject to the Guernsey tax regime whilst building up benefits in the **Scheme** and when you take your benefits. It also assumes you have only ever worked in Guernsey whilst you have been a **Scheme** member. If for example, you have also worked in the UK or another Crown Dependency or you move to the UK or another Crown Dependency before taking benefits, this guide may not apply to you. Please contact the HSBC Administration Team for further guidance (see page 22).*

If you're a hybrid member, you should read this guide as well as the guide, 'Your DB and DC benefits working together' dated July 2024. Note that this guide is drafted on the assumption that you have a DC pension pot only.

Some of the words and phrases have special meanings. We've put them in **bold type** and explained them in a list at the back of this guide.

## If you're not sure, you can get help

### Get financial advice

This guide gives you an overview of your DC pension pot and options; it can't advise you on what to do. If you're not sure, you should speak to a Financial Adviser; to get help finding a Financial Adviser in your local area, visit the Guernsey Financial Services Commission at [www.gfsc.gg](http://www.gfsc.gg).

From 1 July 2024 Guernsey law states that HSBC Group must enrol all qualifying Guernsey employees into a pension scheme. HSBC has confirmed that the Scheme meets the relevant requirements under this law for new and existing employees. New employees will be enrolled into the Scheme on joining to comply with this requirement.

This Guide only deals with your benefits in HSBC Bank (UK) Pension Scheme. Any queries regarding the requirement to enrol you into a pension scheme should be directed to your HSBC Group employer.



## Know your HSBC pension

If you want to know more about you and your **Scheme** benefits, you might like to take a look at:



Tells you about your **Scheme** benefits and gives you easy access to **My Pension**, your personal DC pension pot. There are also links to useful information about pensions in general.

<https://futurefocus.staff.hsbc.co.uk/>

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## Your DC benefits at a glance

At any time from age 55 to 75, whether you've stopped working or not, you can choose how to use your DC pension, including:

- If the value of your DC pension pot is £10,000 or less, you may be able to take it all as a cash lump sum; or
- Taking a 25% tax-free cash sum and a regular income (also called an annuity).

You can also transfer the value of your DC pension pot to another pension arrangement to access other options which may include taking your pot from age 50 or in a different form (see page 17 for further details).



## Help for your family

If you die while you're working for the **HSBC Group in Guernsey**, your family and **dependants** will receive a lump sum, normally payable through the **Life Assurance Scheme**. Please refer to your **My Choice** elections for more details about the benefits payable under the **Life Assurance Scheme**.

Your spouse or civil partner would receive a pension and any **dependent children** would receive an allowance. If you don't have a spouse or civil partner, the **Trustee** has discretion, with the **Principal Employer's** approval, to provide an allowance for another **dependant**.



## How money goes into your DC pension pot

If you work for the **HSBC Group in Guernsey**, your employer is already putting 10% of the first £27,300<sup>1</sup> of your **pensionable salary** (pro-rated if you're a part-time employee) and 9% of your **pensionable salary** over £27,300<sup>1</sup> (up to the **Scheme Earnings Cap**) into your DC pension pot.



## How to get even more

If you decide to put some of your salary into your DC pension pot, your employer will match the amount you put in up to 7% of your monthly **pensionable salary** up to the **Scheme Earnings Cap**.

HSBC pays the administration and investment management fees for all the investment options available. Because of that, you can get the most out of your DC pension pot.

Depending on the fund you choose, there may be other investment charges which are included in the price of the fund.



## Choose how your DC pension pot is invested

You can choose how your DC pension pot is invested from a range of options. If you don't tell us your choice, your DC pension pot will be invested automatically in the Flexible Income Strategy default investment option<sup>2</sup> and we'll assume you're going to take it at age 65. You can check on how your investments are performing and update your personal details online at **My Pension**.



## Changing your investment choices and how much you save

You can change your investment choices<sup>12</sup> times a year, for free, through **My Pension**. If you're on the HSBC network, you have single sign on access to **My Pension**. If you're not on the network, or you're using a computer outside the office, you can log in through **futurefocus**.

You can also change the amount you're putting in through **My Choice** in **My Benefits**.



## When you can take your DC pension pot

You can use the money you've built up at any age from 55 to 75. You don't have to stop working to take your DC pension pot. Remember, the longer you make contributions to the **Scheme**, the more money you should have available to use for your retirement.

<sup>1</sup>The July 2024 threshold is £27,300. This threshold increases each July by the annual rise in the UK Consumer Prices Index (UK CPI) unless the **Trustee** and the **Principal Employer** decide to increase it in another way.

<sup>2</sup>Your default investment option may be different depending on the option you were invested in on 7 February 2018, how far away you were from your **TRA** on 10 April 2018 and whether you have DB benefits in the Scheme.



## Joining the Scheme

Most people become a member of the **Scheme** automatically on day one of beginning to work for the **HSBC Group in Guernsey**.

### Transferring savings from another pension scheme

If you've built up pension savings with a previous employer or in a personal pension, you may be able to transfer them into the **Scheme**.

The amount of savings you end up with from any transfer-in payment depends partly on how well your investments perform and when you take your DC pension pot.

The **Scheme** may provide DC benefits in a different way from your previous scheme; for example, your previous scheme may link benefits directly to your salary. So it's worth thinking carefully about whether transferring your pension savings into your DC pension pot in this **Scheme** will make the most of your money.

Any savings you transfer to your DC pension pot in the **Scheme** will be invested in full - there are no administration or investment fees. Depending on the fund you choose, there may be other investment charges which are included in the price of the fund.



If you're not sure if it's right for you to transfer your pension to your DC pension pot into the **Scheme**, it's strongly recommended that you speak to a Financial Adviser, as the **Trustee** and your employer can't give you financial advice. To get help finding a Financial Adviser in your local area, visit the Guernsey Financial Services Commission at [www.gfsc.gg](http://www.gfsc.gg).

### How it works

If you want to transfer other pension savings into the **Scheme** download the 'transfer-in' form from **futurefocus**, fill it in and send it to the HSBC Administration Team.

They will then ask your previous provider to tell them how much the savings you've built up in that scheme are worth – this amount is called the transfer value.

This process may take up to two months to complete. If the transfer value can be added to your DC pension pot in the **Scheme**, the HSBC Administration Team will tell you how much would go into your DC pension pot.

The HSBC Administration Team will also let you know if the **Scheme** cannot accept the transfer.

There's more information on investing your DC pension pot on pages 12 and 13.



# Saving into your DC pension pot

Working for the **HSBC Group in Guemsey** means your employer gets you started by putting an amount equal to 10% of the first £27,300<sup>1</sup> of your **pensionable salary** (pro-rated if you're a part-time employee) and 9% of your **pensionable salary** over £27,300<sup>1</sup> (up to the **Scheme Earnings Cap**) into your DC pension pot in the **Scheme**.

If you work **additional hours**, the salary you get for those **additional hours** will be included in your **pensionable salary**.

## How to get more from your DC pension pot

If you decide to put some of your salary into your DC pension pot, your employer will match the amount up to 7% of your monthly **pensionable salary** up to the **Scheme Earnings Cap**. Your contributions benefit from tax relief so it won't cost as much as you might think.

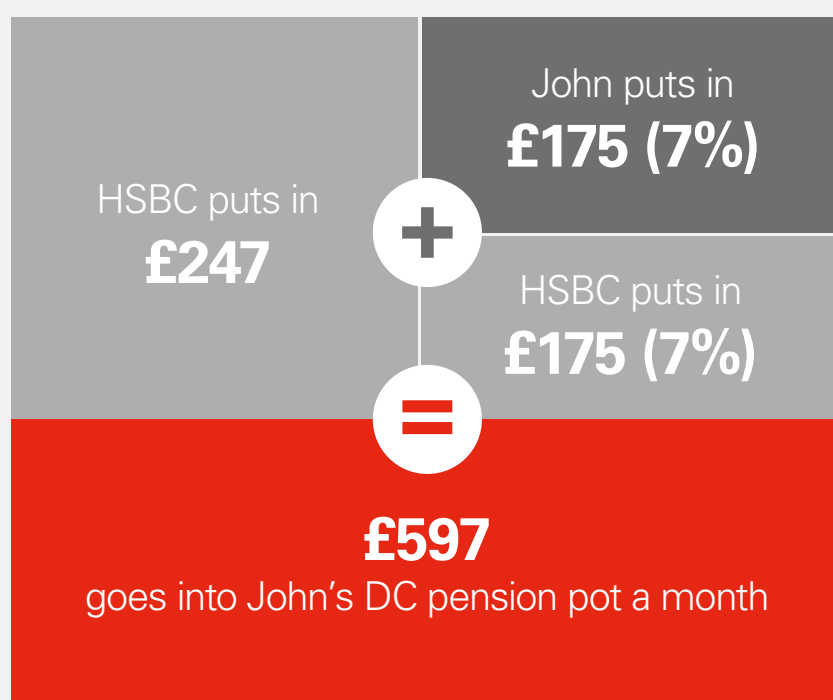
The example below illustrates how much a member could be saving in the **Scheme** if they decided to put in 7% of their **pensionable salary** and received the maximum match of 7% from HSBC (figures are rounded to the nearest £).

**John's pensionable salary is £30,000 a year – that's £2,500 a month (before tax).**

His employer puts **10%** of **£27,300<sup>1</sup>** and **9%** of **£3,600** into his DC pension pot – that's **£247** a month.

He decides to put in **7%** of his **pensionable salary** – that's **£175**.

His employer then matches his **7%** – that's an extra **£175** going into his DC pension pot.



<sup>1</sup> The July 2024 threshold is £27,300. This threshold increases each July by the annual rise in the UK Consumer Prices Index (UK CPI) unless the **Trustee** and the **Principal Employer** decide to increase it in another way.





## If you're temporarily absent

If you're on long-term sick leave or go on maternity, paternity, shared parental or adoption leave, your employer will continue putting money into the **Scheme** based on your **pensionable salary**. You can keep putting money in as well and the amount you pay will be based on the salary you actually receive during the period of absence, rather than your **pensionable salary**. If your salary is reduced (or if you're not being paid), any benefits that continue to be provided would be based on the notional **pensionable salary** you'd receive if you were at work.

If you are on long-term sick, the **HSBC Group Income Protection (GIP) employee guide** will give you more information about the financial support available to you. You can find this guide in **My Benefits**.



## Limits on tax relief

You can put as much money as you want each year into your DC pension pot, but there's a limit based on the amount of savings the Guernsey Government will let you have tax relief on. Pension contributions to Guernsey approved schemes are deductible up to £35,000 for contributions above £2,500. However, if you're earning above a certain limit (£80,000 in 2024) you may also be affected by the tapered withdrawal of tax allowances. Your savings are measured each year against these limits over the period from 1 January to 31 December.

Anything that you put into your DC pension pot above the limit is taxed at your marginal tax rate, unless you are able to 'carry forward' tax relief from up to six previous tax years.

You can find details of your contributions for the year on **My Pension**.



## Example of a tax relief calculation for the period 1 January to 31 December 2024

The following example shows how contributions paid into the **Scheme** are measured for the period from 1 January to 31 December 2024.

### Example – DC calculation

Pensionable salary	£55,000
Member pays 7%	£3,850
<b>Member Contribution for 2024 is</b>	<b>£3,850</b>

**Pension contributions to Guernsey approved schemes are deductible up to £35,000 for contributions above £2,500.**

## Find out more

Find out more about limits on tax relief by contacting the Guernsey Revenue Service on 01481 225 700

For more information about the UK limits, you can visit the MoneyHelper service:

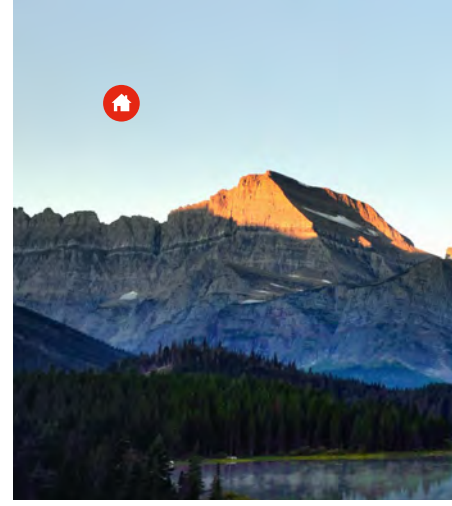
<https://www.moneyhelper.org.uk/en/pensions-and-retirement/tax-and-pensions/tax-relief-and-your-pension>



# Helping your money grow

## You can choose how your money is invested

You have four investment options.



### 1 OPTION ONE:

The **Flexible Income Strategy** is designed for you to take a flexible income (e.g. drawdown), spreading the amount and timing of income withdrawals after transferring your DC pension pot out of the **Scheme**. It invests in a pre-selected range of funds. The mix of the funds used for your DC pension pot changes automatically in the approach to your **Target Retirement Age** and beyond.

During the growth phase, when you're younger, your DC pension pot is invested in funds with the aim of achieving long-term growth, but this means it will still change in value with the highs and lows of the stock markets. The design of this strategy takes into account that you've still got time for the value of your DC pension pot to potentially recover if stock market prices fall.

Then, as you get closer to retirement age, your DC pension pot is automatically switched into a diverse mix of investments including lower-risk investments such as bonds and cash. This is called the 'consolidation phase'. It aims to provide more limited but continued growth whilst smoothing out some of the stock market's highs and lows.

This is to reduce the risk that the value of your DC pension pot will fall sharply before you access it at (or beyond) **Target Retirement Age**.

If you think you'll use some or all of your DC pension pot to take a flexible income (e.g. drawdown) then this option might suit you.

If you don't tell us the option you'd like, we'll automatically invest your DC pension pot in the **Flexible Income Strategy**\*.

To take a flexible income (e.g. drawdown income) you'll need to transfer out of the **Scheme** to a provider who offers this facility.

\*Your default investment option may be different depending on the option you were invested in on 7 February 2018, how far away you were from your **TRA** on 10 April 2018 and whether you have DB benefits in the Scheme.

### 2 OPTION TWO:

The **Lump Sum Strategy** is designed for you to take all your DC Pension pot as a cash lump sum. It works in a similar way to the **Flexible Income Strategy** by automatically moving your money into lower risk investments like bonds and cash, as you approach your **Target Retirement Age** and beyond.

The strategy aims to reduce the risk that the value of your DC pension pot falls sharply before you take it.

You should bear in mind that under Guernsey law, you are only able to take all your benefits as a cash sum if they are below a certain amount and so this may not be a suitable option for you.

### 3 OPTION THREE:

The **Annuity Purchase Strategy** is designed for you to take 25% of your DC pension pot (subject to the Guernsey maximum tax-free cash sum limit across all your pension schemes. This is £203,000 for 2024) as a tax-free cash sum and use the balance to buy an annuity (a regular income for life). It works in the same way as the **Flexible Income Strategy** as it manages some of the investment risks for you. It automatically changes the mix of your investment funds in the approach to retirement. When you reach your **Target Retirement Age**, 25% will be invested in the Cash Fund - active, and 75% will be invested in the Fixed Annuity Tracker Fund - passive.

If you think you'll take 25% of your DC pension pot as tax-free cash and use the balance to buy an annuity then this option might be for you.

### 4 OPTION FOUR:

**Freechoice** gives you flexibility to manage your money and allows you to choose from 18 funds to invest in and to move your money between them as your plans and circumstances change.



## How to find out more about investing

It's important that you make decisions that help your money work in the best way for you.

The guide '**Investment guide for your Defined Contribution (DC) pension pot**' gives you an overview of the current options for investing your DC pension pot and provides further information about investments.



## Find out how your investments are performing

**My Pension** at work, at home and on the go is where you can find out how your investments are performing – log on to **My Pension** via your computer or using the mobile app (page 23 tells you how to get online).

**Investment factsheets** you'll also find factsheets that show how the funds have performed over the last quarter, the last year and last three years on **futurefocus**.

## Review and change your investments and retirement age

You can change how your money is invested and change the age you want to target to take your DC pension pot (set at 65 unless you tell us a different age\*) by logging on to **My Pension**. You're able to make a free investment switch up to once each month – if you make any more there may be a charge.

Whatever decision you make regarding your investment options isn't a one-off. It's something you should review regularly especially as you get closer to the age when you want to take your DC pension pot, or if your personal circumstances change.

### HSBC pays most of the fees

HSBC pays the administration and investment management fees for all the investment options available. Because of that, you can get the most out of your DC pension pot.

Depending on the fund you choose, there may be other investment charges which are included in the price of the fund.

\*If you were an active DB member on 30 June 2015, had Additional Voluntary Contribution (AVC) and have been building up a DC pension pot from 1 July 2015, your **Target Retirement Age** will be the same as the retirement age for your AVCs.



## Using your DC pension pot

### Choosing the age to take your DC pension pot

You can choose to take your DC pension pot at any age from 55 to 75. You may be able to take your benefits from age 50 if you transfer to another arrangement that offers this.

You can tell us the age you want to target in **My Pension**.

If you don't make a choice, we'll assume you'll want to take your DC pension pot at age 65\*. This is known as your **Target Retirement Age (TRA)**. The HSBC Administration Team will write to you six months before you reach your **TRA** to tell you the current value of your DC pension pot. If you want to, you can ask for this information earlier or go online at **My Pension** to see the value of your DC pension pot which is updated daily.

When the HSBC Administration Team write to you, you'll get information about your choices and where to get more help and guidance.

\*If you were an active DB member on 30 June 2015, had AVCs and have been building up a DC pension pot on and from on 1 July 2015, your **Target Retirement Age** will be the same as the retirement age for your AVCs.

If you are or were, an **active hybrid member** you have more choices about what to do with your **Scheme** benefits. Pages 12-17 of your member guide, '**Your DB and DC pension benefits working together**' tells you more about this.



## Help to make your choices

You should consider taking financial advice to help you decide which option is most suitable for you.

Not all the options listed may be available if you've got legacy AVCs. The HSBC Administration Team will let you know when you come to take your benefits if this applies to you.

### How you could use your DC pension pot

You can use your DC pension pot anytime from age 55 to 75. What you do will depend on your personal circumstances. You might want cash or you might prefer a regular income.

Here's what you can do with your DC pension pot:

1

#### OPTION ONE

Tax-Free Cash Sum of up to 25%\* can be taken from the Scheme.

2

#### OPTION TWO

Cash out from the Scheme (if you have a DC pension pot worth £10,000 or less).

3

#### OPTION THREE

Regular income from an annuity.

4

#### OPTION FOUR

Take a transfer outside the Scheme to access other options.

\* Subject to the Guernsey maximum tax-free cash sum limit across all your pension schemes. This is £203,000 for 2024



## How you could use your DC pension pot

1

### OPTION ONE:

In the **Scheme**, you can currently take up to 25% of your DC pension pot tax free (subject to the Guernsey maximum tax-free cash sum limit across all your pension schemes of £203,000 for 2024). Your remaining DC pension pot must be used to buy a regular income (called an annuity) which can be arranged by a local Guernsey broker (see Option Three for more details).

2

### OPTION TWO

Cash out – take all your DC pension pot from the **Scheme** in one go.

If the value of your DC pension pot is £10,000 or less, you may be able to take all your DC pension pot as a cash lump sum from the **Scheme**. This will be taxed at 10%.





## You can carry on working

From age 55, you can choose when and how to use the money saved for your retirement whilst continuing to work for the HSBC Group - this is known as flexible retirement. In some cases, the Trustee and/or your employer need to agree to you taking your benefits early.

What you do with your DC pension pot is up to you. You could choose from Options One or Three or you could leave your benefits invested until you are ready to retire. You cannot choose Option Two (cash out) and continue to build up more benefits. You also cannot transfer to another pension arrangement to access other options if you want to carry on working and saving in the **Scheme**. If you choose to take flexible retirement, you can decide whether you want contributions to continue into a new DC pension pot set up for you. If you build up a small pension pot, your options (including outside the Scheme) for using this new DC pension pot to provide you with benefits may be restricted as it may not be possible to take your new DC pension pot as a cash lump sum.

If you decide you want to carry on working for the **HSBC Group in Guernsey**, but don't want to be an active member of the **Scheme**, you'll still be covered for the lump sum death benefit payable through the **Life Assurance Scheme**. However this will mean that your spouse/civil partner will not be eligible for a pension and no child allowance/**dependant's** pension would be paid if you die.

### 3

#### OPTION THREE:

A regular income – you can use some or all of your DC pension pot to buy an income (called an annuity) which can be arranged by a local Guernsey broker. You'll know how much you're getting and when it's being paid to you.

The income you'll get from your annuity depends on a number of things, including:

- the value of your DC pension pot,
- annuity rates at the time you're buying the income,
- the type of annuity you choose – for example, you might want to include a pension for a spouse or civil partner in case they outlive you and,
- your health – if you're in poor health you might be able to get a higher income.

### 4

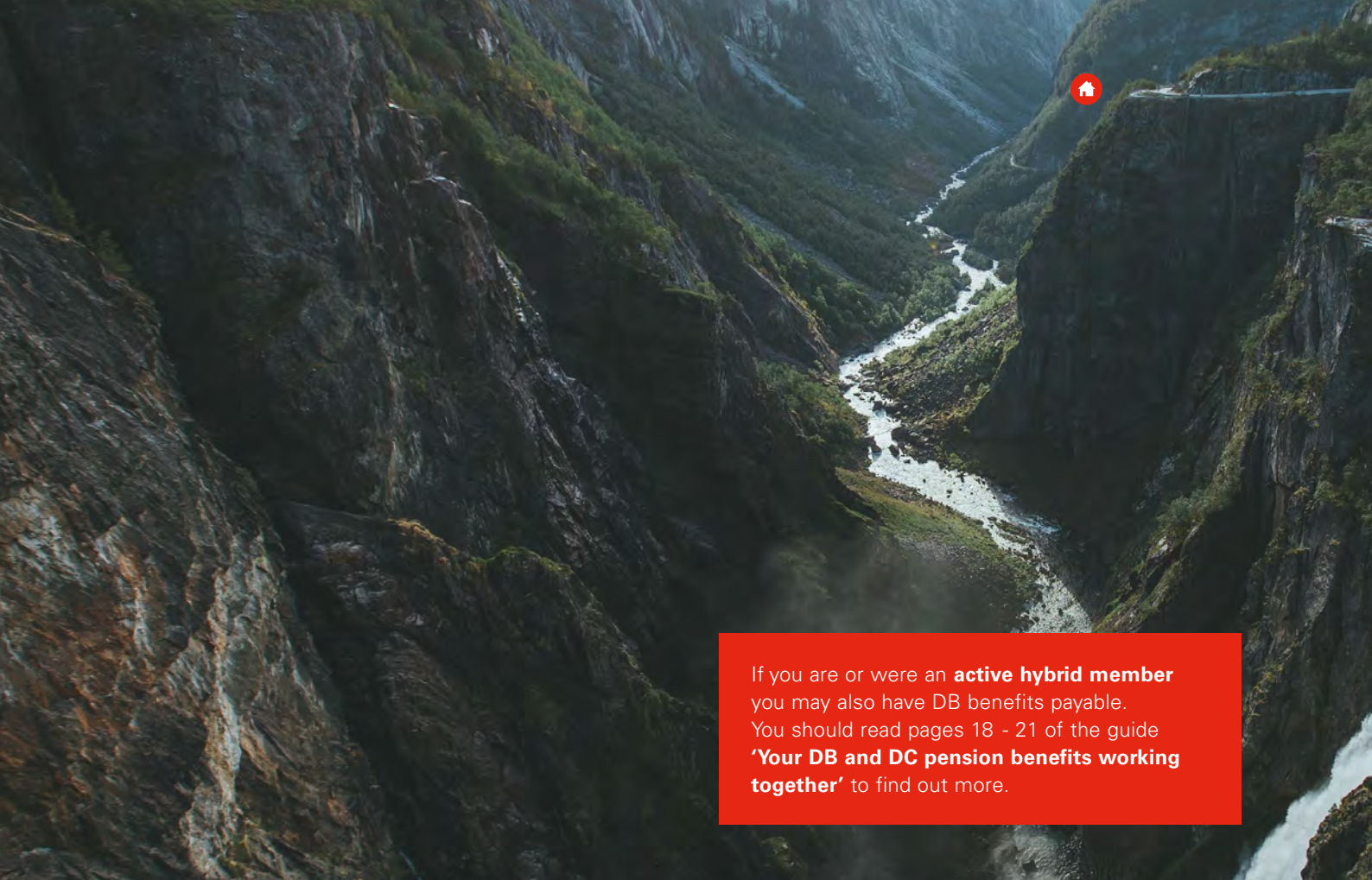
#### OPTION FOUR:

Transfer to another pension arrangement.

You may be able to transfer the full value of the DC pension pot to another pension arrangement to access other options which may be available. For example, you may be able to take a transfer out to another arrangement which offers:

- taking your benefits from age 50,
- taking up to 30% tax-free cash from another approved Guernsey pension scheme,
- take your savings flexibly using drawdown,
- taking a lump sum generally up to £15,000 or up to £50,000 across all Guernsey approved arrangements.

Cash out and drawdown **DO NOT** give you a guaranteed, regular income.



If you are or were an **active hybrid member** you may also have DB benefits payable. You should read pages 18 - 21 of the guide **'Your DB and DC pension benefits working together'** to find out more.

## Let us know your wishes

If you want us to know who you'd like to receive any benefits if you die, make sure your Expression of Wish form is up to date.

It's a good idea to check and update your details whenever your personal circumstances change. You can do this online by logging on to **My Pension**. The **Trustee** and the **Life Assurance Trustee** will consider your wishes but, for tax reasons, aren't bound by them.

### Help for your family when you die

If you die while you're working for the **HSBC Group in Guernsey**, your family and **dependants** could get financial help:

- A payment paid through the **Life Assurance Scheme**. Please refer to your **My Choice** elections for more details about the benefits payable.
- A return of any money you've paid (including transferred in funds, but excluding employer contributions) into your DC pension pot.
- A pension of 30% of your **DC pensionable salary** for your spouse/civil partner if you're an active member of the **Scheme**. If your spouse/civil partner is more than 15 years younger than you, their pension will be reduced by 2.5% for each year above the 15 year age difference.
- An allowance for one or more **dependants**, if you don't have a spouse/civil partner. If the **Trustee** and **Principal Employer** approve, that person, or those people, could receive an allowance up to the value of a spouse/civil partner's pension (calculated in aggregate).
- An allowance for any **dependent children**. This would be a percentage of the spouse/civil partner's pension (not adjusted for any age difference) and would depend on the number of **dependent children** you have when you die. If there's no spouse/civil partner's pension or **dependant's** allowance payable, then the children's allowance would be doubled.



If you die while working **part-time**, the amount paid as a lump sum would be based on your actual part-time **benefit salary** on the date you die.

If you die as a deferred member (after leaving the **HSBC Group in Guemsey** but haven't retired), the total value of your DC pension pot in the **Scheme** (including the value of your employer's contributions) will usually be paid as a lump sum at the **Trustee's** discretion.

### **How do the Life Assurance Scheme and the Scheme work together?**

The **Life Assurance Trustee** decides who receives the lump sum that's a multiple of your **benefit salary**. The **Trustee** of the **Scheme** decides who receives any amount that relates to your membership of the **Scheme**.



## Your State Pension

You may be entitled to an Old Age Pension in addition to your Scheme benefits.

To find out more about any Old Age Pension entitlement that you may have, visit: [www.gov.gg/statespension](http://www.gov.gg/statespension).



# Opting out or leaving the Scheme

## Opting out of the Scheme

You can stop paying into your DC pension pot if you need to. You can do this through **My Choice**.

While you're working for the **HSBC Group in Guernsey**, you can opt out of the **Scheme** by giving notice to your employer. If you want to opt out, go to **My Choice** on the **My Benefits** website.

If you opt out, the money you and your employer are putting into your DC pension pot will stop and you'll be treated as a leaver (see 'Leaving the Scheme' opposite).

As an opt-out member, you'll still be covered for the lump sum death benefit payable through the **Life Assurance Scheme**, but your spouse/civil partner will not be eligible for a pension if you die in service.

If you opt out of the Scheme and do not subsequently join the alternative "Your Island Pension" arrangement (an independently governed pension scheme set up by the States of Guernsey) HSBC Group has an obligation to automatically re-enroll you back into the Scheme every three years following this choice provided you meet the relevant requirements. If this happens and you wish to leave the Scheme you will have to actively opt out again.

For more information about your options should you opt out then please contact your HSBC Group employer

## Opting back in to the Scheme

You can opt back in to the **Scheme** through **My Choice** at anytime.

Please see the 'Leaving the Scheme - DC options' guide for more information.

## Leaving the Scheme

### If you leave the Scheme with fewer than 30 days' qualifying service, you can either:

- Get back the value of any money you've put into your DC pension pot (less tax at 10%); or
- Transfer the total value of your DC pension pot in the **Scheme** (including the value of your employer's contributions) to another approved Guernsey pension scheme, a Retirement Annuity Scheme or a Retirement Annuity Trust. Transfers can also be made to pension schemes approved in the UK, Jersey, the Isle of Man, Ireland and certain statutory schemes outside Guernsey; other pension schemes outside Guernsey which provide similar benefits; or non-approved Guernsey schemes. Transfers to certain schemes outside of Guernsey and non-approved Guernsey schemes may be subject to tax at 10%.

### If you leave the Scheme with 30 days or more of qualifying service, you can either:

- Get back the value of any money you've put into your DC pension pot (less tax at 10%); or
- Transfer the total value of your DC pension pot in the **Scheme** (including the value of your employer's contributions) to another approved Guernsey pension scheme, a Retirement Annuity Scheme or a Retirement Annuity Trust. Transfers can also be made to pension schemes approved in the UK, Jersey, the Isle of Man, Ireland and certain statutory schemes outside Guernsey; other pension schemes outside Guernsey which provide similar benefits; or non-approved Guernsey schemes. Transfers to certain schemes outside of Guernsey and non-approved Guernsey schemes may be subject to tax at 10%; or
- Leave your money invested in the **Scheme** until you decide to take it from the **Scheme** any time from age 55 (see 'Using your DC pension pot' on page 14 for details of what you can do with your money) – this means you will be a deferred member.

When you've left active membership of the **Scheme** you'll be sent a statement showing you the value of your DC pension pot in the **Scheme** and a '**Leaving the Scheme**' information pack which explains your options in the **Scheme**.

To see the current value of your DC pension pot in the **Scheme** go to **My Pension**. You can ask the HSBC Administration Team for one transfer value quotation each year free of charge.



## Where to go for more information

**futurefocus** – Tells you about your **Scheme** benefits and gives you easy access to **My Pension**, your personal DC pension pot. There are also links to useful information about pensions in general.

<https://futurefocus.staff.hsbc.co.uk/>

**Getting in contact** – If you have a general question which you can't find an answer to or you have a query about your personal DC pension pot, you can contact the HSBC Administration Team at:

The HSBC Administration Team  
WTW  
PO Box 652  
Redhill, Surrey  
RH1 9AL

Phone: 01737 227575

Email:

[HSBCpension@willistowerswatson.com](mailto:HSBCpension@willistowerswatson.com)



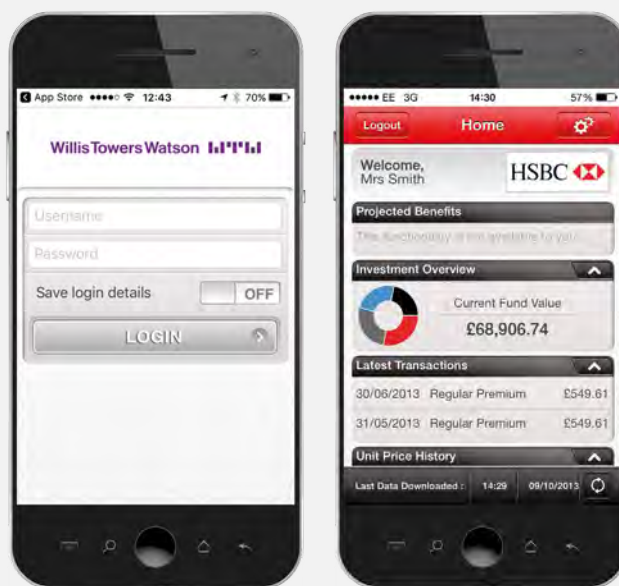
## My Pension Mobile app

Get hassle-free access to your DC pension pot any place and any time. Download **My Pension** from the Apple App Store or the Google Play Store. Or use the QR codes below for iOS or Android apps.

Apple App Store:



Google Play Store:



## Making changes to your DC pension pot

If you want to change your investment choices, and make changes to your personal details, log on to **My Pension**.

## Your DC pension pot online

On **My Pension** you can see if you're likely to save enough to provide the income you'd like when you stop working.

You can:

- check your personal details,
- keep an eye on how your investments are performing,
- change your investment choice,
- update your 'Expression of Wish' details.

Log on to **My Pension** anytime, from anywhere.

Here's how:

On the HSBC network – go to the pension website <https://futurefocus.staff.hsbc.co.uk> and click **Login to My Pension**. If you're off-site (including at home), go to the same place as above but remember you'll need your user ID and password to log on to **My Pension**.



# Information on the Scheme

## Scheme registration

The **Scheme** is registered in the UK by HM Revenue & Customs and is also approved by the Guernsey Revenue Service. Payment of contributions and the provision of benefits under the **Scheme** to Guernsey members are subject to Guernsey Revenue Service rules and because of this have certain tax exemptions and reliefs. There are allowances and limits on the benefits and contributions which means that if these are exceeded you'll have to pay tax on any excess.

## Scheme report and accounts

Each year the **Trustee** publishes the **Scheme's** annual report and accounts. You can find the latest and previous versions of these on **futurefocus**.

## Is my data safe?

We are committed to protecting and processing fairly and lawfully the personal information we gather, hold and use about you, your family and your **dependants**.

We need that information to administer the **Scheme**, pay benefits, manage liabilities and for internal statistical, financial modelling and reference purposes.

We set out here a summary of how we do this. Full details are set out in our **Privacy Notice**. This is available on **futurefocus** or if you would like a hard copy please contact the **HSBC Administration Team** (see page 22). The **Privacy Notice** will be amended from time to time so that it is kept up to date.

We are, as the **Trustee**, a "data controller" for data protection purposes as we are responsible for deciding what personal information needs to be processed and the way in which that information is processed.

Details of the types of personal data the **Trustee** holds and how it uses that information are set out in detail in the **Privacy Notice**.

## Your rights

The **Privacy Notice** sets out your rights in connection with the personal data we hold about you, and who to contact if you want to exercise those rights, make a complaint, or generally have any questions. You have the right to complain to the Data Protection Commissioner in Guernsey ([www.odpa.gg](http://www.odpa.gg)).

## How we gather personal information

In addition to the information you provide, we collect personal information from other sources such as your employer, public bodies such as HM Revenue & Customs, publicly available databases and schemes from which transfers have been received. The **Privacy Notice** sets out in more detail from whom and where we gather information about you.

## Sharing your personal information

To enable us to administer the **Scheme**, we share personal data with various third parties such as the administrators who are responsible for the day to day administration of the **Scheme** and our professional advisers. We also share information with the Bank so it can, amongst other things, monitor and evaluate its liabilities and responsibilities to the **Scheme** and implement liability management exercises.

## Keeping personal information

We must keep all personal data safe and keep it only for as long as necessary. We set out more detail about this in the **Privacy Notice**.

## Keep us up to date so we can pay your benefits.

It is important to keep us up to date with any changes to your personal circumstances, so that we can pay your benefits accurately and promptly. Please update us by visiting **futurefocus** and clicking **My Pension** if you notice that any of your personal details are incorrect or if you change your name, address or marital status.

## Your questions

For more information, you can visit **futurefocus**. If you have any questions, please contact the **HSBC Administration Team** (see page 22).





You've got the right to see personal information that is held about you, or to object to the processing of your personal data. However, this could impact on the payment of your benefits or your participation in the **Scheme**. Please contact the HSBC Administration Team if you want to see your data or if you think that any information isn't right.

Information will generally be provided to you free of charge, although we can charge a reasonable fee in certain circumstances.

If you have a complaint in relation to the processing of your personal data, that the **Trustee** is unable to rectify, you are entitled to take this to the Data Protection Commissioner in Guernsey [www.odpa.gg](http://www.odpa.gg).

## Information about the Trustee

The **Trustee** is a limited company called HSBC Bank Pension Trust (UK) Limited. The **Trustee** is responsible for looking after the **Scheme** in line with the **Scheme's** Trust Deed and Rules on behalf of all members and their beneficiaries.

If you need to contact the **Trustee** you can write to:

HSBC Bank Pension Trust (UK) Limited  
8 Canada Square  
London E14 5HQ,  
or contact the Trustee via email at: [pensionschemeexecutive@hsbc.com](mailto:pensionschemeexecutive@hsbc.com)

This guide takes account of the **Trustee's** understanding of the UK and Guernsey tax and social security legislation in force as at July 2024. This guide is for members resident in Guernsey for the purposes of the Guernsey tax legislation whilst accruing benefits in the **Scheme** and who remain tax resident in Guernsey when taking their benefits from the **Scheme**. If there are differences between this guide and the **Scheme's** Trust Deed and Rules, the latter will always override.

## The role of The Pensions Regulator

The Pensions Regulator promotes the good governance and administration of pension schemes. If it thinks that trustees, employers or professionals have failed in their duties, The Pensions Regulator can intervene in the running of a scheme.

You can contact The Pensions Regulator at:

The Pensions Regulator  
Napier House  
Trafalgar Place  
Brighton BN1 4DW

Web: [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

## Pensions in general

### The Pensions Ombudsman

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

The Ombudsman can be contacted at:

10 South Colonnade  
Canary Wharf  
E14 4PU

Phone: 0800 917 4487  
E-mail: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)

Web: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

### The Channel Islands Financial Ombudsman

The Channel Islands Financial Ombudsman can investigate pensions matters in Jersey.

The Ombudsman can be contacted at:

PO Box 114  
Jersey  
Channel Islands  
JE4 9QG

Phone: 01481 722218  
Email: [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)  
Web: [www.ci-fo.org](http://www.ci-fo.org)

## Complaints or concerns

If you've got a comment, concern or complaint, you need to contact the HSBC Administration Team (see contact details on page 22).

The **Scheme** also has a formal internal dispute resolution procedure for resolving disputes between members (and their beneficiaries) and the **Trustee**. This is a two stage process. At the first stage, you can write to the **Trustee's** Chief Operating Officer (by completing a form which you can get from the Information Centre on **futurefocus** or from the HSBC Administration Team – the contact details are on page 22), who'll normally respond within two months of receiving full details of the complaint.

If the matter's not resolved to your satisfaction, you can ask the **Trustee** to consider your complaint under the second stage and it will normally respond within two months. Write to the **Trustee** at the address shown on this page or download the relevant form from the Information Centre on **futurefocus**.

If you're not happy with the reply, then you have the right to refer your complaint to The Pensions Ombudsman free of charge.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended. Web: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

## Changing the Scheme

In the future, the terms and conditions of the **Scheme** may change. The **Trustee** may, with the **Principal Employer's** consent, change the **Scheme**. If this happens, you'll be told if this affects you.



# List of defined terms

**Active hybrid member** – is a person who was an active member of the **Scheme** making DB contributions on 30 June 2015, and started making DC contributions on 1 July 2015 and has not left service or been treated as having left service.

**Additional hours** – are regular hours that part-time employees work beyond their contracted hours. **Additional hours** are included within **pensionable salary**, as opposed to overtime, which isn't.

**AVC** - Additional contributions an employee may decide to make to the pension scheme

**Benefit salary** – is your basic salary plus any market allowance for life assurance benefits.

**DB** – means defined benefit.

**DC** – means defined contribution.

**Dependant** – is someone who, in the **Trustee's** opinion, is financially dependent or interdependent on a member of the **Scheme**, or is dependent on the member because of a physical or mental impairment.

**Dependent child** – is a child under the age of 18, or 23, if the **Trustee** considers the child is in full-time education or vocational training. A child may also qualify as a dependent child because of physical or mental impairment or subject to **Trustee** approval and applicable legislation.

**futurefocus** – the HSBC Bank (UK) Pension Scheme general website.

**Life Assurance Scheme** – the HSBC UK Life Assurance Scheme which is operated by the **UK HSBC Group**

through a separate trust.

**Life Assurance Trustee** – is the trustee of the **Life Assurance Scheme**, currently HSBC Retirement Benefits Trustee (UK) Limited.

**My Benefits** – your HSBC benefits online portal.

**My Choice** – HSBC's flexible benefits package where employees choose from a range of benefits to suit their needs.

**My Pension** – your personal DC pension pot online. You can see your personal information, including the money being paid in by you and your employer, where you've chosen to invest your pension pot and how the funds are performing. You can use **My Pension** to change investment choices, model different contribution rates and the age you're thinking about stopping work so you can see what your income might be, and update personal information.

**Pensionable salary** – is your annual basic salary capped at the **Scheme Earnings Cap**, excluding allowances, bonus payments and overtime, but including salary relating to **additional hours**.

**Principal Employer** – HSBC UK Bank plc.

**Privacy Notice** – is a statement explaining how the **Trustee** processes individuals' personal data in connection with the running of the **Scheme**.

**Qualifying service** – is time spent as a member of the **Scheme** (while making DC contributions) together with any service relating to benefits transferred into the **Scheme** from

another pension scheme. It also includes service relating to DB benefits built up in the **Scheme** (or any other **UK HSBC Group** scheme that has merged with the **Scheme**), and any service before July 2009, during which a member only paid additional voluntary contributions and/or paid a bonus sacrifice into the **Scheme**.

**Scheme** – this is the HSBC Bank (UK) Pension Scheme.

**Scheme Earnings Cap** - increases each year on 1 July by the annual rise in the UK Consumer Price Index (CPI) over the previous 12-month period to March (rounded up to the next multiple of £1,000). As at 1 July 2024 this was £186,000.

**Target Retirement Age (TRA)** – this is set at 65 unless you choose a different age between 55 and 75. If you were an active DB member on 30 June 2015, had AVCs and have been building up a DC pension pot on and from 1 July 2015, your **Target Retirement Age** will be the same as the retirement age for your AVCs.

**Trustee** – is HSBC Bank Pension Trust (UK) Limited, the **Trustee** of the **Scheme**.

**UK HSBC Group** – HSBC Holdings plc and all subsidiary companies in the United Kingdom, Jersey, Guernsey and the Isle of Man that participate in the **Scheme**.



This Guide takes account of the Trustee's understanding of the UK and Guernsey tax and social security legislation in force as at July 2024. This Guide is for members resident in Guernsey for the purposes of Guernsey tax legislation whilst they were building up benefits in the Scheme and who remain tax resident in Guernsey when taking their benefits from the Scheme. If there are differences between this Guide and the Trust Deed and Rules, the latter will always override. Issued by HSBC Bank Pension Trust (UK) Limited **July 2024**.

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