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# PSAG

Pension Scams Action Group

United action against pension scams

## Steps to stay **scam safe**

**Scammers appear professional** and it's becoming increasingly hard to spot the difference between something that's legitimate 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. Unsolicited pension cold calls are illegal and so are likely to be fraudulent. You should always beware of free pension review offers and/or promises of high or guaranteed returns.

## STEP 2

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

Use the Financial Conduct Authority's Firm Checker tool to quickly check that anyone offering you advice or services:

- is authorised by the FCA
- has permission to provide the services you want

This easy-to-use tool is designed to help consumers like you stay safe. In the UK, almost all financial firms must be authorised or registered by the FCA. While it won't remove all risk, using an authorised firm with the correct permissions will greatly reduce your risk of harm.

**Tip:** 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. Always use the legitimate firm contact details provided by the Firm Checker tool and help avoid scams.

Website: [fca.org.uk/firm-checker](https://fca.org.uk/firm-checker) 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 of a scam. If you feel pressured, 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?

#### 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: [stopthinkfraud.campaign.gov.uk](https://stopthinkfraud.campaign.gov.uk)



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

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