

October 2008

Our **MONEY**madeclear™ guides –  
here to help you

This guide is part of our **Pensions and retirement** series.



Available from our Consumer Helpline or website  
[www.moneymadeclear.fsa.gov.uk](http://www.moneymadeclear.fsa.gov.uk)

**No selling. No jargon. Just the facts.**

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To help us maintain and improve our service, we may record or monitor calls.



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**No selling.  
No jargon.**

**Just the facts  
about  
retiring soon.**

**MONEY**madeclear™  
from the Financial Services Authority (FSA)

With our **MONEY**madeclear™ range of guides, we cut out the jargon and give you just the facts about financial products and services, helping you to make an informed decision.

# Just the facts about retiring soon.

We try to ensure that the information in this guide, some of which comes from sources outside the FSA, is correct at the time of print. It is possible that some of it is oversimplified, or may become inaccurate over time, for example because of changes in the law. You should check the current position before you take any action.

This is general information to help you make financial decisions. It is not advice, and cannot take account of your individual circumstances. When making decisions about your own circumstances you should consider whether to consult a financial or other professional adviser.



The Financial Services Authority (FSA)  
set up by government to regulate financial  
services and protect your rights.

# This guide is for you if

You are

retiring in a few years; and

You want

to get more from your money.

It's about reviewing your plans and:

- sets out how you can take stock of what you have;
- explains what your options are and how you can shop around;
- answers some of the questions you may have; and
- tells you about some services available to help you with your choices.

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# Retiring soon

## If you're thinking of retiring soon, you'll want to find out where your retirement income will be coming from and how much it will be.

You may have done your planning some time ago, but you still have financial decisions to make. You'll have a number of choices available – maybe more than you think.

You could be living on your retirement income a long time. Government estimates for the UK show that life expectancy for people aged 65 in 2007 will be around 86 for men and 88 for women.\*

So it's important that you do as much as you can to make more of your money through the choices you have.

See the *Jargon buster* on page 19 for an explanation of some terms you may come across.

## Take stock

It's never too late to start taking stock. How much income are you likely to have? Where will it come from? Will you need to top it up? To find out, you'll need to review the income you're likely to get from all sources, for example, pensions, savings, investments and benefits.

## Things to think about

You'll have the following things to think about:

- whether to delay taking your State, occupational, personal or stakeholder pension – see page 8;
- whether to take your State, occupational, personal or stakeholder pension and carry on working – see page 8;
- whether to take a tax-free lump sum from your pension fund, and if so, how much – see page 10;
- which savings or investments to choose – see page 11.

You'll also need to think about tax and inheritance matters. This will include:

- making sure you don't pay too much income or inheritance tax – see page 13; and;
- deciding who you want to leave your money and belongings to by making or reviewing your will – see page 14.

## Key points

- You can take your retirement income from age 50 (this is going up to 55 by 2010). Some pension schemes may have additional rules about when you can take your benefits – check with your scheme provider.
- If you're thinking of retiring early, bear in mind that your pension will have had less time to build up and may be paid out for longer, so you could be living on a lower income than you might expect.
- You can draw a pension from your employer's occupational scheme and carry on working as long as your pension scheme rules allow.

\*Source: Government Actuary's Department – cohort figures 2007

# Taking stock

## Where to start

To help you make more of your income in retirement you need to know where it's coming from.

A large part of your income is likely to come from pensions – State pensions, employer's pension schemes or your own private pension.

Look at all your other potential sources of income. For example any savings, investments, insurance policies and benefits that could be used to give you more income.

Once you know where your income is coming from, you can work out your spending and review what to do with what you have left. Use the **Budget calculator** on our Moneymadeclear website to help you.

See the *Jargon buster* on page 19 for some terms you may come across.

## Pensions

To take stock, you'll need to know what types of pension you have, how much you're likely to get, and what you have to do to take your pension income.

### State pensions

If you're working, you are usually paying National Insurance contributions (NICs). This means you're building up the right to get a basic State pension and, if you're employed (rather than self-employed), possibly an additional State pension.

You can get an idea now of how much State pension you will receive, including your entitlement to the State Second Pension, formerly the State Earnings Related Pension Scheme (SERPS), by contacting the Pension Service – see *Useful contacts*.

The Pension Service will write to you about four months before you reach State pension age inviting you to claim your State pension (65 for men and 60 for women – although this will gradually increase to 65 between 2010 and 2020). If you don't hear from them, contact the Pension Service office in your area. The Department for Work and Pensions (DWP) will pay it into your bank account when you decide to take it.

You stop paying National Insurance contributions when you reach State pension age whether or not you are working.

## Other pensions

You may be a member of your employer's pension scheme or have started your own private pension.

Also, think back to all the employers you've worked for and the jobs you have done. Write down all the possible pension plans you may have.

If you've lost track of a pension you had, contact the Pension Tracing Service. This is a database with over 200,000 occupational and personal pension schemes – it could include one you've lost track of – see *Useful contacts*. This is a free service.

**If you contracted-out of SERPS**, you will probably have a personal or stakeholder pension into which your 'rebates' have been paid, or you may be in an occupational pension that was contracted out. If you're not sure whether you contracted out, contact your pension provider or call the HM Revenue and Customs Contracted Out Pension helpline to find out – see *Useful contacts*.

### When you've got all the details,

contact the pension providers or pension scheme administrators (contact details should be on any documents you have). You'll need to ask them:

- what your funds are worth;
- what type of pension you have; and
- how you'll get your income.

There are two main types of pension; salary related and money purchase. You need to know which type you have to know how you'll get your pension income – see below.

For information about pension contributions and how your pension fund builds up, read our **Pensions** guide – see *Useful contacts*.

### Salary-related pensions

These are occupational pensions and are sometimes called final salary or defined benefit pensions. Your pension income is worked out using your salary and length of time you've been a member of the scheme.

After taking any tax-free lump sum, your pension scheme administrators will pay your pension direct to you when you reach the retirement age set out in the scheme rules.

### Money purchase pensions

All the following are money purchase schemes:

- Occupational defined contribution pensions.
- Group personal pensions.
- Stakeholder pensions and individual personal pensions.

After taking any tax-free lump sum, you usually use your fund to buy an income. Most people will buy a lifetime annuity with their pension funds, but you may have other options – see page 9.

In the run-up to retirement, you may want to think about switching your pension fund to less risky investments to try to protect them from the ups and downs of the stockmarket. Speak to your scheme administrator, pension provider, or a financial adviser.

For more information about pensions read our **Pensions** guide – see *Useful contacts*.

## Savings and investments

You may want to use any savings or investments you may have to provide you with a source of income or to reduce your borrowing – see page 11.

### Tracing investments

If you think you may have old investments or insurance policies you have forgotten about, the Unclaimed Assets Register has a database of unclaimed life policies, pensions, unit trust holdings, and share dividends drawn from many companies. You can search for lost assets by typing in your name. The Register charges a fixed fee for a search – see *Useful contacts*.

### Tracing bank accounts

Check whether you've got any personal savings or current accounts that you haven't used for a while, for example if you've moved house and forgotten to notify your bank – these are known as dormant accounts. You can trace lost accounts through a free service run by the British Bankers' Association (BBA), the Building Societies Association (BSA) and National Savings and Investments (NS&I) – see *Useful Contacts*.

## Key points

- Look at all your potential sources of income, for example, savings, investments, or insurance policies.
- Check through any paperwork you have that relates to old pensions and contact the schemes.
- Think about any pensions, investments or old bank accounts that you may have forgotten about and trace them – see *Useful contacts*.
- Get in touch with your pension providers to claim your pension – they may not automatically track you down.
- Taking a lump sum from your pension fund reduces the amount you have left to provide you with an income.

# Key things to think about

**You don't have to stop work and start drawing your pension when you get to retirement age. You have a number of other options open to you.**

## State pensions

When you reach State pension age you can start taking your State pension or postpone it and get either extra State pension or a taxable lump sum when you do decide to take it.

For more information, get a copy of the Pension Service leaflet **Deferring your State Pension** – see *Useful contacts*.

## Other pensions

When you reach the pension age set in your occupational, personal or stakeholder pension you can usually do any of the following:

- continue working and contributing to the pension (if the scheme rules allow);

- take a tax-free lump sum, usually up to a quarter of your fund (depending on the scheme rules) and draw your pension. See the table on page 10 for some options for what you might do with your lump sum;
- take a pension and carry on working for that employer (if the scheme rules allow).

If you're in an occupational pension – see page 6 – your options will depend on the rules of the scheme, so check with your pension administrator.

If you have a money purchase pension, the table on page 10 gives you some options for getting an income from your pension fund.

## Lifetime annuities

Most people buy a lifetime annuity with their pension fund, which pays an income for life. There are different types to suit your needs and circumstances (see page 10).

You don't have to buy your annuity from your pension provider, but find

out what they're offering you before you compare rates. Check whether you have a 'guaranteed annuity rate'. These guarantees can be very valuable now annuity rates are a lot lower.

You can compare annuity rates by using the annuity comparison tables on our Moneymadeclear website. They allow you to check the rate you have been offered by your provider with the rates available from other companies, based on the actual amount you have in your fund.

Go to the **Compare products** section of our Moneymadeclear website – see *Useful contacts*.

You have options other than annuities, such as phased retirement and unsecured pensions, but these are only really suitable if you have a large pension fund.

Get a copy of our **Retirement options** guide for more information about annuities and other options. See *Useful contacts*.

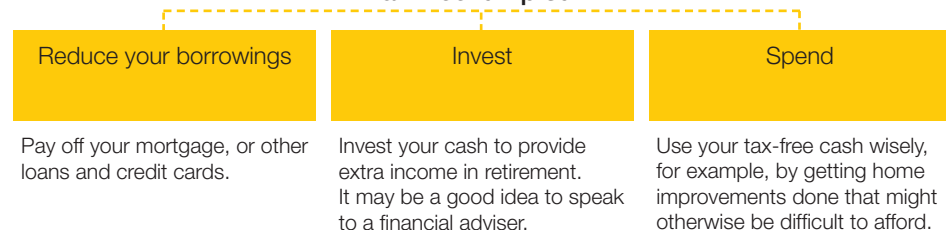
Remember, if you have a salary-related pension, your pension administrator will pay your pension to you directly.

## Key points

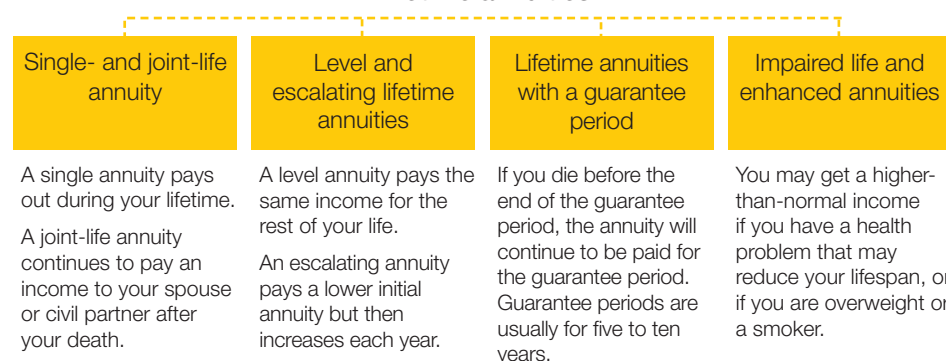
- Choosing what to do with your pension fund is an important decision. **It will affect the income you get for the rest of your life.**
- The annuity income you get can vary significantly between pension providers, so it's important to shop around. Use the **Compare products** section of our Moneymadeclear website to help you.

## Your pension fund options

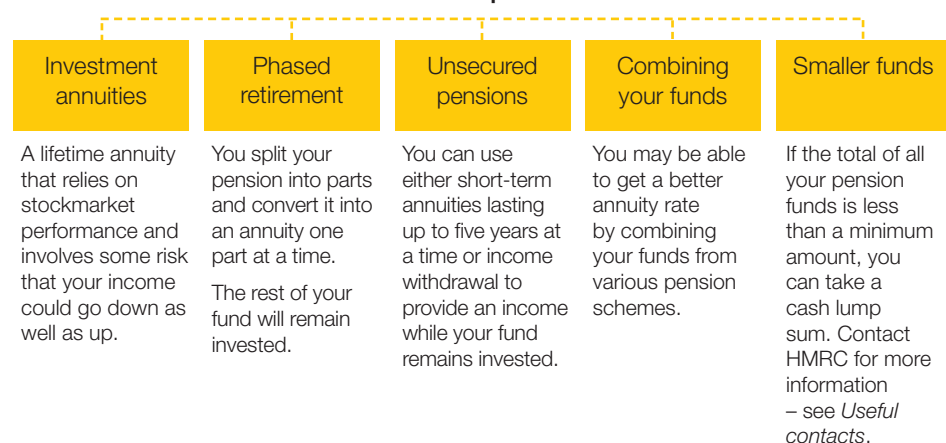
### Tax-free lump sum



### Lifetime annuities



### Other options



This is a brief summary of your options – for more information get a copy of our **Retirement options guide**.

## Reduce your borrowing

Think about reducing your borrowing costs, for example paying off any outstanding credit cards or loans. But watch out for early repayment charges which some providers may charge if you pay off a mortgage or other loan early.

Depending on the cost of the loan and the interest rate available, it may be better to repay debt than to save, unless of course you think you may need your savings for something else.

If you can't repay a loan, think about shopping around for a cheaper deal. For more information get a copy of our **Borrowing money guide** – see *Useful contacts*.

## Maximise your savings

If you don't have an emergency fund, think about setting some of your tax-free lump sum aside or think about starting to build one up through a regular savings plan. A number of savings accounts are either taxed more favourably, or tax free. You can compare savings accounts on the **Compare products** section of our Moneymadeclear website - see *Useful contacts*.

## Topping up your income

Once you've checked all your sources of income, you'll know whether or not you need to increase your retirement income.

Depending on your circumstances, and if you can afford it, you may still have time to top up your pension fund – speak to your scheme administrator or your pension provider.

If you decide to top up your income with investments, think about how much income you need, and bear in mind that some income-producing investments carry risks that may affect the money you invest.

If you are currently eligible for certain State benefits such as Pension Credit, be aware that topping up your pension income may reduce your entitlement.

There may be other options available to you, such as:

- other State benefits; and
- help from not-for-profit organisations.

If you're a homeowner, you may consider an equity release scheme. But you need to take care with these schemes – see page 13.

## State benefits

As your income will usually be less when you retire than when you're working, you may be entitled to certain benefits. Make sure you claim anything you're entitled to – over £4 billion of benefits go unclaimed by people over 60 every year.

Some benefits you may be entitled to are income tested, which means you'll have your income assessed, while other benefits are age related.

**Income-tested** benefits include:

- **Pension Credit.** Nearly half of all pensioners are entitled to this. It tops up income to a minimum level if you're over 60. You could get extra credit if you have modest savings and are over 65.

For more information get a copy of **A guide to pension credit (PC1L)** or call the Pension Service – see *Useful contacts*.

- **A budgeting loan.** If you meet certain requirements, this will help you with important costs such as home improvements and travelling. This is an interest-free loan that you'll need to repay.
- **A cold weather payment.** You may be eligible for this for each week of very cold weather in your area if you get Pension Credit, to help you pay heating bills.

**Age-related** benefits include:

- **travel concessions** for over 60s;
- **a free TV licence** if you're over 75;
- **a free passport** if you're over 79.

For information about these and other benefits, go to the DWP or Directgov websites or get a copy of the Age Concern guide – **Making the most of your money** – see *Useful contacts*.

## Other help

Further help is available from charities and not-for-profit organisations – for example, Home Improvement Agencies can help with home improvements and repairs, and Warm Front Plus can offer grants to people on low incomes to insulate their homes – see *Useful contacts*.

## Equity release schemes

The equity (value) you have in your home is its market value less any mortgage or other debt held against it. Equity release is a way of getting cash from the value of your home without having to move out of it.

There are two main types of equity release scheme – **lifetime mortgages** and **home reversions**.

With a **lifetime mortgage**, you take out a loan that is secured on your home; with a **home reversion** you sell all or part of your home to a reversion company or an individual.

Equity release schemes can be helpful but they are not suitable for everyone. There are alternatives to equity release schemes if you need money. Read our guide **Equity release schemes – raising money from your home** – see *Useful contacts*.

## Tax

### Income tax

All income from pensions and annuities bought with your pension fund is normally taxable. You may pay less tax once you retire because most people aged 65 and over are eligible for a higher personal allowance.

Make sure you check the following:

- that you are getting the correct allowance;
- that you have the right tax code; and
- that you're not paying more than you have to.

For information about tax allowances, get a copy of HMRC's guide **Approaching retirement – a guide to tax and National Insurance contributions** (IR121) or go to the Directgov website – see *Useful contacts*.

## Inheritance tax

As the value in people's homes has increased, more people have become liable to pay inheritance tax.

Inheritance tax is the tax paid on your 'estate'. This is everything you own at death, minus what you owe.

Whether or not your beneficiaries pay inheritance tax depends on the value of your estate. There are exemptions, but if the taxable value of your estate when you die is above £312,000 (2008-2009 tax year), your estate will qualify to pay inheritance tax at the current 40% tax rate on anything above this amount. To check current allowances go to the HMRC website which has information that may help you or go to the Directgov website – see *Useful contacts*.

For specialist help with tax matters, speak to your accountant if you have one, or contact your Tax Office. To find the one nearest to you, contact HMRC – see *Useful contacts*.

## Making a will

If you die without making a will, your assets may be distributed according to the law.

There are a number of good reasons for making a will.

- You can decide how your assets are shared.
- If you're an unmarried couple (whether or not it's a same-sex relationship), you can make sure your partner is provided for.
- You can make sure your estate doesn't qualify for more inheritance tax than necessary.

If you have a will already, it may be a good idea to review it.

You can write your will yourself, or you may prefer to use a solicitor – see *Useful contacts* for how to find a solicitor.

## Getting help

### Financial advice

We regulate advice on financial products such as pensions, annuities and certain investments, but not on occupational pensions.

To protect yourself, always make sure the firm you use is regulated by us. It's easy to check – use the **Check our register** section on our Moneymadeclear website, or contact our Helpline – see *Useful contacts*.

If you deal with a regulated firm, you may also have access to the Financial Ombudsman Service if things go wrong and the Financial Services Compensation Scheme if your adviser or provider is unable to meet claims against it.

### Other help and advice

If you need help trying to make more of your income in retirement, get a copy of our **Managing in retirement** guide or go to our Moneymadeclear website to help you. Alternatively, you may want to get professional advice – see *Useful contacts*.

## Key points

- Think about whether you want to retire when you reach retirement age or take any of the other options open to you.
- Make sure you claim all the State benefits that may be available to you.
- Think about your partner and dependants when making financial plans.
- If you decide to take financial advice, make sure you deal with a firm we regulate – see *Useful contacts*.

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# Your questions answered

## Question

I don't have much money in my pension fund. Do I have to convert it to an income?

## Answer

No, if the total of all your funds is below a certain minimum, you can take your fund as a cash lump sum instead of income. You must be at least 60 but not yet reached 75 and you have to convert all your pension funds to cash within a 12-month period. For more information, contact HMRC – see *Useful contacts*.

## Question

Once I'm in retirement, do I need to review my income?

## Answer

To make the most of your income in retirement you need to keep reviewing your plans.

Check the interest rates for savings and investments. Think about switching bank and savings accounts as some accounts offer higher interest to new investors. Use **Compare products** on our Moneymadeclear website to help you.

Consider switching gas, electricity and phone providers for better deals. You can use comparison websites to help you but bear in mind that not all providers may be listed.

## Question

I plan to retire in two years, but I'm short of money now. Can I take my pension benefits now?

## Answer

If you have a pension fund and are 50 or over (going up to 55 by 2010), you may consider taking your pension benefits before you retire. If you take your pension early, your income will probably be considerably less than you could expect if you waited until your retirement date and you'll have less to live on when you retire.

Think very carefully before making any decision about taking money from your pension fund.

## Question

What are my options if either I or my partner develop health problems once we've retired?

## Answer

Check with your local authority to see what support they give. You may also qualify for Disability Living allowance if you're under 65 or Attendance Allowance if you're 65 or over.

Organisations like Age Concern and Help the Aged can provide information and advice – see *Useful contacts*.

# Next steps

## Step 1

Take stock. Look at all your possible sources of income – pensions, savings, investments, insurance policies and benefits.

## Step 2

Use the services available to you to:

- track down any pensions you may have had in the past;
- get an idea of how much State pension you may get;
- trace any old bank or building society accounts or other investments.

## Step 3

Shop around for annuities, savings accounts, (including ISAs) and other investments at **Compare products** – see *Useful contacts*.

You can also check other comparison websites online or you can shop around by phone.

## Step 4

You have a number of options available to you to make more of your retirement income.

Use our Moneymadeclear guides and website or get professional advice based on your own circumstances.

# Jargon buster

## Annuity rate

The amount of monthly income you get from your pension fund. It depends on several factors, particularly interest rates at the time and the insurance company's estimate of how long you will live.

## Capital growth

An increase to the original amount invested after charges and other deductions.

## Gross interest

Interest paid before tax is taken off.

## Income withdrawal

A type of unsecured pension. Your pension fund remains invested. You withdraw your income directly from your fund within guidelines set by HMRC.

## Individual Savings Account (ISA)

A tax-efficient way of saving or investing with limits on how much you can pay in each tax year.

## Interest

A charge for borrowing money or a reward for saving money. It is usually shown as a percentage of the amount borrowed or saved.

## Lifetime annuity

A lifetime annuity converts money from your pension fund into pension income which is taxed. There are different types to suit your circumstances.

## Jargon buster

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### Money purchase pension

A pension where your contributions are invested in, for example, the stockmarket. The size of your pension fund depends on how much is invested and how well those investments do. At retirement, some or all of the fund may be used to buy an annuity. This includes some occupational pensions.

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### Open-market option (OMO)

Your right to shop around and buy your annuity from the company offering the best deal for you.

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### Pensionable service

The number of years you have been a member of an occupational salary-related pension scheme.

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### Personal pension

A money purchase pension from a financial services company into which you and/or your employer make contributions.

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### Phased retirement

A way of using small segments of your personal pension as income while leaving the bulk of the fund invested.

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### Protected rights pension

The part of your pension fund which was used to contract out of the State Second Pension (or SERPS) and must be used to buy a protected rights annuity.

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### Retirement

We use 'retirement' to mean the time from when you start to take benefits from your pensions.

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### Short-term annuity

An annuity that pays out for a fixed time of up to five years. You can take an unsecured pension in the form of a short-term annuity with part of the pension fund, while leaving the rest of the fund invested.

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### Stakeholder pension

A type of personal pension that has to meet certain standards set by the government.

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### State Second Pension

An additional State pension paid on top of your basic State Pension. It used to be called SERPS. Self-employed people cannot build up a State Second Pension.

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### Tax-free lump sum

An amount of cash set in tax law which you can take at retirement free of tax. Individual pension schemes may have different rules on the amount of tax-free cash you can take.

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### Tax year

From 6th April one year till 5th April the following year.

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# Useful contacts

Call rates may vary – check with your telephone provider for their charges.

To order other MONEYmadeclear™ guides, report misleading promotions, check our Register or for general information or guidance

**Financial Services Authority (FSA)**  
Consumer Helpline: 0845 606 1234  
Minicom/Textphone: 08457 300 104  
[www.moneymadeclear.fsa.gov.uk](http://www.moneymadeclear.fsa.gov.uk)

Other MONEYmadeclear™ guides

- **About the Financial Services Authority**
- **Getting financial advice**
- **Equity release schemes – raising money from your home**
- **Retirement options**
- **Saving and investing**
- **Borrowing money**

On our MONEYmadeclear™ website you can find

- A **budget calculator** to help you work out your spending
- **Compare products** tables to help you compare annuities, savings and investments.

To get an estimate of your pension

**State Pension Forecasting Team**  
0845 3000 168  
Textphone: 0845 3000 169  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

For an estimate of your State pension

For details of your occupational pension scheme talk to your pensions administrator, pensions manager or pension trustees at work

To get an estimate of your private pension, contact your pension provider

Queries about pensions and State benefits

**The Pensions Advisory Service**  
0845 601 2923  
[www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

For general pension queries and leaflets

**HM Revenue & Customs (HMRC) Contracted Out Pension Helpline**  
0845 915 0150

To find out if you are contracted out of SERPS or State Second Pension

**The Pension Service**  
0800 99 1234  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

For information about Pension Credit

**DWP Benefit Enquiry line**  
0800 88 22 00  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

For enquiries about State benefits

**The Pensions Regulator**  
Customer support 0870 6063636  
[www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)  
For information about work-based pensions

Queries about tax

**HMRC**  
0845 010 9000  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)  
For information about income tax and inheritance tax

To trace lost pensions, savings and investments

**The Pension Tracing Service**  
Tyneview Park  
Whitley Road  
Newcastle upon Tyne  
NE98 1BA  
0845 6002 537  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)  
To trace lost pensions

### British Bankers' Association

Pinners Hall  
105-108 Old Broad Street  
London EC2N 1EX  
020 7216 8909  
[www.mylostaccount.org](http://www.mylostaccount.org)

To trace lost bank accounts

### Building Societies Association

Lost Savings  
6th Floor, York House  
23 Kingsway  
London WC2B 6UJ  
020 7437 0655  
[www.mylostaccount.org](http://www.mylostaccount.org)

To trace lost building society accounts

### National Savings and Investments

Tracing Service  
National Savings and Investments  
Blackpool FY3 9YP  
0845 964 5000  
[www.mylostaccount.org](http://www.mylostaccount.org)

To trace lost national savings and investments

### The Unclaimed Assets Register

6th Floor,  
Cardinal Place  
80 Victoria Street  
London SW1E 5JL  
0870 241 1713  
[www.uar.co.uk](http://www.uar.co.uk)

### Finding a financial adviser

**IFA Promotion**  
[www.unbiased.co.uk](http://www.unbiased.co.uk)

Provides a list of eight independent financial advisers in your area

### Institute of Financial Planning

0117 945 2470  
[www.financialplanning.org.uk](http://www.financialplanning.org.uk)

For help in planning your finances

### The Personal Finance Society

[www.finadanadviser.org](http://www.finadanadviser.org)  
Will provide a list of up to six financial advisers in your area

### To find a solicitor

Look in the Yellow Pages under 'Solicitors'

### The Law Society

The Law Society's Hall  
113 Chancery Lane  
London WC2A 1PL  
020 7242 1222  
[www.lawsociety.org.uk](http://www.lawsociety.org.uk)

### The Law Society of Northern Ireland

40 Linenhall Street  
Belfast BT2 8BA  
028 9023 1614  
[www.lawsoc-ni.org](http://www.lawsoc-ni.org) and  
[www.nilad.org](http://www.nilad.org)

### The Law Society of Scotland

26 Drumsheugh Gardens  
Edinburgh EH3 7YR  
0131 226 7411  
[www.lawscot.org.uk](http://www.lawscot.org.uk)

### For help and information

**Age Concern**  
0800 009966  
[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

For useful free guides, factsheets and leaflets

### Help the Aged

020 7278 1114  
[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

### Citizens Advice Bureaux (CABx)

See the Phone Book, Yellow Pages or website for your local Citizens' Advice Bureau.  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

### Directgov

[www.direct.gov.uk](http://www.direct.gov.uk)

### Warm Front Plus

0800 512 012  
Offers grants for home insulation

### Home Improvement Agencies

#### Foundations

Bleaklow House  
Howard Town Mill  
Glossop  
Derbyshire  
SK13 8HT

01457 891909  
[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)

For help with home improvements and repairs

### Complaints and compensation

#### Financial Ombudsman Service

South Quay Plaza  
183 Marsh Wall  
London E14 9SR

0845 080 1800  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

#### Financial Services Compensation Scheme (FSCS)

7th floor, Lloyds Chambers  
Portsoken Street  
London E1 8BN

020 7892 7300  
[www.fscs.org.uk](http://www.fscs.org.uk)