
The PENpals Volunteer Service

People who volunteer to become PENpals, initially attend a one day introduction course to equip them with a basic understanding of the issues leading up to retirement and the world of pensions. PENpals will be kept up to date with changes to pensions and will be given the opportunity for further training to increase their knowledge. Regional workshops will be held for the PENpal volunteers to allow them to share experiences and hear the details of any changes to pensions.

Once trained, a PENpal becomes the first port of call for enquiries concerning pensions, from colleagues and people they know. With their training they will be able to steer enquirers to a trusted source of information. **People are more likely to ask a question of somebody they know at work than they are to ask a stranger.**

The PENpal network will be a valuable communication tool. Individual PENpals will be able to tell their regional co-ordinators of any important issues that could require further assistance e.g. redundancies or scheme closures when people might require more technical help. Likewise the PENpal network will make it easier to communicate changes to pensions to the workplace by keeping the volunteers up to date.

PENpals will be encouraged to work with their employers and the other services available (e.g. workplace talks, leaflets, web based information library and interactive resources and helplines).

Would you like to know more?

If you are an employer who would like to take advantage of our free service, are interested in the PENpal initiative, or are an individual who is interested in becoming a PENpal, please get in touch with a member of the Workplace Team at The Pensions Advisory Service.

advisory

TPAS also publishes the following information leaflets:

Getting information about your occupational pension

Ill-health early retirement

Mistakes and overpayments

Pension dispute procedure

Saving for retirement

*Saving for retirement –
The self-employed*

*Saving for retirement –
Small business owners*

State death benefit factsheet

*The Pensions Advisory Service –
Ask us for free independent
information and guidance*

*The Pensions Advisory Service
and the Pensions Ombudsman*

*Transferring your pension to
another scheme*

Where is my pension?

*Winding-up a pension scheme -
A guide for members*

Women and pensions –

*Saving for retirement - Know your
pension rights and options*

These are available free from us at the address shown or on our website. These are the leaflets available at the time of printing and this list may be subject to change after that date.

We can be contacted at:

The Pensions Advisory Service

11 Belgrave Road
London SW1V 1RB

Helpline 0845 601 2923
General Office 020 7630 2250
Fax 020 7592 7000

enquiries@pensionsadvisoryservice.org.uk
www.pensionsadvisoryservice.org.uk

This leaflet is available in large print or Braille.

Please note that this is a guide for information only. The Pensions Advisory Service cannot be held responsible in law for any opinion expressed, nor should any such opinion be regarded as grounds for legal action.



The Pensions Advisory Service Limited.
Company limited by guarantee.
Registered in England and Wales No. 2459671.
Registered Office as shown.

the pensions
advisory service

Workplace and Communities Service

workforce
agreement
Employer
groups
benefits
communities

The Pensions Advisory Service

(TPAS) provides information and guidance to members of the public on pension matters generally. We also help resolve disputes and complaints about private pension arrangements (company pensions, personal pensions and stakeholder pensions).

Our service is free and provided by a nationwide network of volunteer advisers who are supported by technical and administrative staff in London. All our advisers are pensions professionals with many years of experience in the pensions industry.

The Pensions Advisory Service is an independent organisation, grant aid funded through the Department of Work and Pensions.

FREE

INFORMATION
& GUIDANCE

The Aim of the Workplace and Communities Service

Everyone needs to have a plan for how they will provide for their own retirement and the earlier they address the issue the better. Most people need help and guidance in understanding how the State scheme, along with any previous or current employer or private schemes, fit into this plan.

The aim of this service is to explain to individuals how best they can plan for their retirement, answering such questions as:

- When can I retire?
- How much income will I need in retirement?
- What can I expect from the State and my other pensions?
- How can I better plan for my retirement?

How the service operates

With the employer's agreement, we give talks to groups in the workplace. Ideally employers will agree to both provide some time off to do this and a location in the working day.

We also give talks to community groups, voluntary organisations and any other group that might benefit from our service.

We will work with the organiser to tailor our presentation to best suit the needs of the audience.

Attendees may subsequently telephone our helpline for a one-to-one consultation about their own situations, where our personnel will be able to help them.

Information

Benefits for Employers and Organisations

We believe these are:

- A workforce that appreciates that the principal responsibility for providing for their retirement is their own
- A workforce that is better informed and thus more capable of providing for their own retirement
- A workforce that will be less reliant on the employer and the State for their income at retirement
- A workforce that is more appreciative of the contribution, if any, being made by the employer.

These benefits are being provided by an independent organisation and it is free to employers, organisations and attendees.

Other Help For Employers

In the lead up to the implementation of auto enrolment in 2012, we are available to do presentations to groups of employers with the aim helping them understand the impact of auto enrolment on their workplace.